

About the Role

Short Stay operates 24 hours a day, 7 days a week support to people in a residential setting. Some people who use the service come for a short break or to give their carer some respite, whilst others come to the service to receive intensive support in our intermediate care (IMC) unit from onsite therapists, alongside care and support staff.

As a care and support worker, your role is to enable people to be as independent as possible whilst embedding the five Persona values (Respectful, Enthusiastic, Adaptable, Caring and Honest) into everything that you do.

Your hours of work will include daytime, evening, weekend and bank holiday working. Rotas will be discussed and agreed with you during the recruitment process.

You will be supported by other care and support workers, senior care assistants, the deputy manager and the registered manager.

What do I need to be a care & support worker?

Previous experience of working with older people and / or people with a learning disability is not essential. It is more important to us that you share our values and that you will use them to provide support that enables a positive impact and to improve people's health and wellbeing. The role can be physically, mentally and emotionally demanding, but you will be supported with training and qualifications as required for the role. You will need to be:

- able to communicate effectively with the people who use the service, colleagues, managers and other professionals.
- able to support people with a range of everyday tasks.
- willing and able to learn.
- able to work as part of a team but will also to use your initiative, make decisions and be adaptable, as the people who use our service regularly change.
- physically able to support people to move around using, for example, a hoist or wheelchair.
- able to read and understand instructions about how to support people appropriately and record outcomes factually.
- understand that the role can be mentally and emotionally demanding, as you may sometimes be supporting people with situation where they and / or you may be upset.

We will provide you with full support, guidance and training but you need to be confident that you will be able to deal with these and / or other similar situations.

Key Responsibilities

All the people we support will have a support plan that identifies what they need whilst staying with us. In addition, some people may have a goal plan. You are responsible for reading, understanding and following support plans and goal plans and providing any identified support, which will include:

- supporting people to complete all aspects of daily living and enabling them to do these themselves, where it has been identified that they have the potential to do so. This may include supporting with personal care needs such as bathing, washing, dressing, eating and using the toilet.
- assessing, prompting, monitoring and administering medication (including controlled drugs) in line with the medication policy.
- supporting the virtual hospital model through regular checks and observations as required.
- offering encouragement and emotional support to the people you work with, to enable people to build their confidence and to live as independently as possible to improve their mobility, health and wellbeing.
- encouraging and enabling people who use the service to take part in a range of social activities which will support all aspects of their wellbeing. Occasionally this may include day trips or local outings.
- working with a variety of other professionals to contribute to the support plans and reviews of people supported by the service, including observing and monitoring the progress of people in line with their identified goals and needs and adapting to any changes in support that may be required.
- recording daily activities, observations and support in writing or digitally, this must be accurate, factual and stored confidentially.
- undertaking some general housekeeping and laundry duties, ensuring bedrooms and daily living areas are kept clean and tidy.
- communicating effectively both verbally and in writing with the people you are working with, their families, friends, colleagues, other professionals and external organisations.
- raising any issues or concerns regarding people you support to your manager in a timely manner.
- using appropriate equipment and carrying out all work in a safe way, following agreed guidance and policies.
- attending supervisions, team meetings and any training appropriate for your role and that is needed to support you to deliver the best care possible to people you support.

There may be additional duties that are of an equivalent grade, that are not specifically detailed within the job description that you may be asked to undertake.