



## Role Profile

Job Title

**Care Support Worker**

Salary range

Contract

Various

Main location

Portland College

Hours and basis

Various. Shifts planned between 6.45am and 10.30pm

Reports to

Service Coordinator

Date of issue

November 2021

### Why Portland College needs this role

Portland College is a charity providing education, care and work opportunities to people with learning disabilities based on a campus close to Mansfield with a number of small of campus sites in Nottinghamshire. There are 200 learners and citizens and 400 staff. The role supports the provision of safe person-centred care to learners and citizens who access our regulated residential services and Day Service.

### What you will be doing

#### Key responsibilities:

- Ensure support, personal care and guidance are provided having regard to the Mental Capacity Act, Safeguarding, EDI/protected characteristics.
- Offer high standards of personal care support in line with the individual's person-centred plan. To make sure healthcare/medical needs are met at all times, including medication administration.
- Monitor the well-being of learners/citizens and report any concerns without delay to the appropriate person
- Work in collaboration with a multi-disciplinary team to meet the care needs of the individual citizen
- Be delegated as a keyworker to an identified citizen/learner
- Attend mandatory/relevant training required to keep skills updated
- Support learners/citizens towards achieving their Person-Centred Plan objectives
- Liaise with care support workers, Service Coordinators, Registered Manager ensuring effective delivery across the college curriculum
- Administer medication and nutrition via PEG (when qualified)
- Support individual learners/citizens to attend curriculum and enrichment programmes in accordance with their expected outcomes and person-centred plans.
- Positively participate in learner/citizen reviews, providing feedback on their progress towards their independent living outcomes, attending tutorials and actively participating in timetabling
- Provide opportunities for citizens to experience independent living activities within their day to day roles
- Update learner/citizens care plans consistent with appropriate levels of support and care needs
- Record and report all relevant customer information including
  - the care and support that you provide and assistance with medicines
  - changes to an individual's condition or other concerns
  - faulty equipment or hazards in the service

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- response to emergencies, accidents and incidents
- safeguarding matters following the College's procedures
- contact with families or carers and other professionals
- Support and assist people who use our services in maintaining and developing personal relationships with family, friends and others of importance to their lives.
- Support citizens to positively engage with meaningful daily activities
- Be proactive in planning daily activities so citizens have daily opportunities to develop new skills, their self-confidence and to work towards meeting their activity timetable and individualised goals
- Positively participate in citizen reviews when requested, providing feedback on citizen progress

## Health and Safety

- Work in line with all health & safety procedures and risk assessments at all times
- Adherence to moving & handling procedures
- Be proactive in following infection control guidelines at all times. This includes the wearing of appropriate Personal Protective Equipment (PPE)
- Report any health & safety concerns to the appropriate person in a timely manner
- Have due regard for your own safety at work, the safety of your colleagues and the safety of all citizens in your care.

## Key results we want to see from this role

- Positive feedback from all stakeholder groups about the care, support and activities you personally deliver
- You take responsibility for meeting all care and support needs of citizens in your care at any time, adhering to agreed care and support documentation
- Successful engagement of citizens in meaningful activities throughout the day
- Evidence of high-quality record keeping that is complete and accurate

## Dimensions of the role

- You will be working with a team of highly motivated care staff and will work flexibly across the service to ensure the seamless delivery of person-centred care plans and individual learning plans to all our citizens and their families.
- You will contribute towards a culture of continuous quality improvement within the service
- You will positively represent and be an ambassador for the service with all stakeholders in internal and external contexts
- You may be required to work in any one of the regulated services.
- You will work flexibly within the expectations of the service shift patterns.

## Key work relationships

- To work under the guidance and direction of the Service Manager, Service Coordinators and Designated Safeguarding Team
- Observe confidentiality of clients' information
- Promote and maintain all aspects of good teamwork and take personal responsibility towards ensuring team's healthy functioning
- Participate in the agreed system of appraisal and own performance review
- Be fully committed to your own continuous professional development (CPD),



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undertaking development opportunities as required for the role

### Working Environment/Working Pattern

The role will generally involve working shifts planned between 6.45am and 10.30pm. However, some flexibility will be required to work outside of these hours to meet the operational needs of the service.

The role is based on the Portland campus working in a specific team. However, you may also be expected to work across all regulated services and from other community locations when required.

### Other information

Portland College is committed to safeguarding and promoting the welfare of its learners, customers, volunteers and staff. We expect all our staff to be aware of their responsibilities to protect learners, citizens, customers, volunteers and staff from abuse or harm, to promote British Values and to prevent the radicalisation of learners, citizens, customers, volunteers and staff.

Successful applicants will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check, provide proof of their right to work in the UK and comply with health screening to assess their mental and physical fitness to carry out their duties.

### Other Duties & Responsibilities

- Such other duties as the management may from time to time reasonably require
- To support the development of the Service as and when required
- To drive a minibus if required and qualified to do so
- To attend work with a professional, clean and smart personal appearance, adhering to departmental uniform guidelines
- To undertake and regularly update training to safely administer epilepsy rescue medication (Buccal Midazolam) and safe use of Vagal Nerve Stimulator (VNS)
- In the Service, a core team of staff may undertake additional responsibilities in the safe storage and administration of medications and enteral feeding. If requested by the Service Management you will be trained in administration of medication and enteral feeding, fulfilling these responsibilities in the service and working in line with College policies and procedure.

The above role profile is not all encompassing and is subject to regular review.

\_\_\_\_\_  
**Signature of post holder**

\_\_\_\_\_  
**Date**

I have read and accept the duties and responsibilities outlined in this role profile.



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