



JOB DESCRIPTION

Job Title:	Support Worker
Location:	Pembroke Dock
Working Arrangements:	Hours of work 37.5 per week according to the needs of the patients and the service
Reports to:	Senior Staff Nurse
Accountable to:	Director of Operations
Conditions of Service:	Surehaven Ltd terms and conditions apply
Overall Objective:	To contribute to providing a safe, well structured environment in which patients are treated respectfully, decently and holistically. To undertake defined tasks involving direct care, with supervision, to the client group on the Unit.
Qualifications & Training:	Previous experience of supporting patients in the Care Sector or a locked / secure environment is preferred.
Health & Safety:	All employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions Employees are required to co-operate with management to enable Surehaven Ltd to meet its own legal duties and to report any hazardous situations or defective equipment

Key Responsibilities:

- To ensure that you demonstrate Surehaven's values in the way that you work on a daily basis and that you make the difference count
- To ensure that you contribute to providing a safe, well structured environment in which patients are treated respectfully, decently and holistically
- To respect the confidences of patients, except where to do so would result in harm to a patient, or damage the organization or result in a criminal offence being committed
- To undertake tasks in accordance with the individual care plans of the patients on the hospital. This will be identified by the qualified nurse on duty and in accordance with Surehaven's policies and procedures
- To perform duties within a care plan as instructed by a qualified nurse

- To support patients with the transition of moving between or leaving the hospital, enabling them to prepare for the change, and to become familiar with the new environment and responding too and addressing any distress they may experience
- To assist patients with self-care skills including eating, drinking, washing, bathing, using the toilet or managing incontinence, dressing and undressing, mobility and transport, getting up and going to bed.
- To act as a key worker for named patients, taking responsibility for the development, implementation, monitoring and review of placement & daily records plans
- To promote, in partnership with the Speech and Language Therapist, the communication skills of patients, adhering to the hospital guidelines
- To promote patients participation in, enjoyment and understanding of their religion, culture and first language
- To escort patients on home visits as required, ensuring the safety of patients at all times
- To work as a member of the hospital staff team, co-operating fully and communicating openly with all other team members
- To encourage individual patients to take as much responsibility for their own lives as they can reasonably be expected to do
- To note and report any perceived changes in the patients condition to the qualified nurse on duty
- To welcome and ensure the comfort and consideration of patients coming to the hospital , as well as their family and friends
- To communicate in ways which facilitate positive outcomes with all
- To maintain the confidentiality of information regarding patients at all times in accordance with Surehaven's Confidentiality Policy
- To assist patients in their daily activities as identified in their individual care plans and any activities deemed appropriate for their development
- To attend all Statutory Training Requirements and Personal Development training activities
- To promote a positive image of the service and to ensure that the employees conduct within and outside the hospital does not conflict with the professional expectations of the hospital.
- To have a professional attitude and considerable patience and empathy to work effectively with patients
- To assist in providing a fulfilling environment so that patients can strive to develop their full potential but account for their vulnerability and need for support on an individual basis

Health and Safety

- To be responsible for your own health and safety and that of others working with and around you.
- To promote interests and welfare and maintain goodwill of the Company.

The above list of duties is not exhaustive and may be modified from time to time in accordance with the development of the service and the employee.