

### Job Description

**Position Title:** Support Worker  
**Location:** Hapstead Village, Buckfastleigh, Devon, TQ11 0JN  
**Responsible for:** Service Users at a particular house and at Hapstead generally  
**Responsible to:** House Manager

#### Principal objectives

- To support adults with learning disabilities in their home life and involvement in the activities they want to do
- To provide practical household support, personal support and social assistance

#### Main responsibilities:

- Provide support and information to the individuals we support
- Provide practical and emotional support to service users
- Help service users meet their personal care needs sensitively and appropriately to a high standard, including personal hygiene, assistance with laundry, and preparing meals and drinks
- Supporting service users to take any prescribed medicine, complying with all medicine policies, including storage, administering and record keeping
- Enable service users to achieve independence as far as possible in all areas of their life by providing appropriate information, opportunity, training and support
- Help service users to identify and choose their support needs
- Assist in devising, implementing and reviewing support plans
- **Provide a safe, comfortable and supportive home for the individuals we support**
  - Support service users to contribute actively to the running of their own house
  - Participate in rotas, which may include day, evening, weekend and Bank Holiday working. Sleeping-in duties at night may also be required, for which payment would be made
  - Assist in health and safety assessments, follow health and safety procedures and participate in fire drills and audits
  - Report any maintenance and repair tasks in the house, to the House Manager
- **Assist the individuals we support to present themselves as valued members of the local community.**
  - Create opportunities for social and leisure activities with service users
  - Introduce service users to a range of facilities and amenities at Hapstead, in the local neighbourhood and wider community
  - Support individuals to plan and participate on holidays, accompanying them if required
- **Ensure that the rights of the people we support are always protected and respected.**

Ensure that each individual is supported as far as possible to exercise their rights in the following areas: Privacy, choice, participation in decision making affecting their lives, expression of their own cultural identity, entitlement to service, feedback on the service they receive and the right to complain, protection of their property, maintaining links with family and friends.

- **Liaise with other professionals on behalf of the individuals we support.**
  - Maintain contact with a wide range of outside professionals, e.g. general practitioners, dentists, and therapists, etc.
  - Liaise with Day Service providers at Hapstead and elsewhere
- **Keep records and participate in administrative tasks.**
  - Assist in writing, receiving and updating of individual support plans in conjunction with the House Manager/General Manager
  - Assist in the wide range of administrative tasks necessary for the smooth running of the house/service
- **Participate in the opportunities provided for training and development.**
  - Participate in regular supervision to: receive support, increase knowledge, identify training needs, evaluate work performance, aid and assess professional development
  - Participate in an annual appraisal co-ordinated by your line manager
  - Attend staff development programmes, training courses, seminars and workshops as required
- **Work within, and promote, the policies and procedures of Camphill Devon.**
  - Be aware of and follow the policies and procedures
  - Maintain confidentiality about service users, staff and the Company as a whole
  - Promote equality of opportunity and a respect for diversity
- **Be an active member of the House/Service team.**
  - Help cover the work of the team, during absence, vacancies, or when a colleague is under pressure
  - Liaise and coordinate with other team members to provide a cohesive, high quality service
  - Participate in and contribute to team meetings
  - Share with other team members previous experience, skills and knowledge, which may be relevant to the team in providing its service
  - Be supportive, respectful and empathetic to service users, colleagues and visitors
- **Any other duties**
  - Undertake any duties consistent with the overall purpose of the post as directed by the House Manager or management team