

This document is to be used in conjunction with the Job Family generic role profile

Directorate / School	People
Unit / Team	Provider Services
Job Title	Night Support Worker
Job Family Role Profile Level	PCD4
Date	May 2012
Post Group Number	1516/1517/1563

Purpose

To contribute to the delivery of high quality support and care to vulnerable residents providing support which allows them to maximise their remaining independence, choice and control within an environment that offers safety, respect and maximises quality of life.

To maintain a healthy and safe environment for residents, staff and out of hour professionals authorised to attend the establishment.

To deal with emergency situations in a competent and professional manner.

To ensure the security of the building during the shift

Key responsibilities

- Provide personal care and support to meet the needs of service users as agreed and written within their Person Centred Care Plan, which includes:
 - Supporting service users with their hydration and nutritional needs.
 - Assisting service users with personal hygiene.
 - Administering treatments and prescribed medication in accordance with Cumbria Care's policies and procedures
 - An awareness of behavioural changes in residents that might indicate a health / wellbeing concern
- Contribute to maintaining residents' records and care plans and to participate in service users' reviews.
- To liaise and seek the advice of other professionals as required
- Be alert and attentive throughout the shift in order to respond immediately to the needs of the service user and to give appropriate support to colleagues and service user's family members as required. Inform the team leader / Supervisor, in a timely manner, of any changes in the service users' needs.
- Report to the team leader/supervisor, in a timely manner, any faults or defects in equipment/appliances or fabric of the building.
- Throughout all work activities, promote and demonstrate best practice in accordance with County Council and Cumbria Care procedures, to ensure

compliance with the requirements of Care Quality Commission (CQC) and other regulatory bodies.

- Take steps to ensure that the working environment is safe by assessing and managing the risks.
- Attend training and development events as directed by your line manager and in line with Care Quality Commission (CQC) requirements.
- To undertake other duties and responsibilities appropriate to the role and as identified by your Line Manager/Supervisor and be prepared to undertake work at other Cumbria Care establishments within the locality to meet service requirements.
(Each event / situation will be considered by management as to each individual's circumstances)

Staff Management Responsibilities

- This post has no staff management responsibilities but will be expected to take an active part in staff team meetings to share good practice.
- To be a positive member of the team and seek to be positive and constructive while at work.
- Take responsibility for own Health & Safety and that of other people in the course of your work and expected to take any necessary/appropriate action to ensure this. To co-operate with the employer to ensure that health and safety requirements are fully met.

Resources Responsible for

- Cleaning materials and equipment - limited
- Financial / money -limited
- Information –limited
- Equipment – limited
- Security – some direct

Job Working Circumstances

- A. Emotional Demands – some/occasionally
- B. Physical Demands – considerable/ periodic
- C. Working Conditions – High -environment

Person Specification

Job Title: Night Support Worker

Responsible to: Supervisor

	ESSENTIAL	DESIRABLE
Qualifications / Training	<ul style="list-style-type: none"> ▪ NVQ 2 CQF level 2 in a care related subject and to attend training as directed by your line manager. ▪ Fire warden ▪ Accredited first aider 	<ul style="list-style-type: none"> ▪
Knowledge	<ul style="list-style-type: none"> ▪ Some knowledge of supporting / caring for Older People. ▪ Medication policy 	<ul style="list-style-type: none"> ▪ Relevant care practices – attitudes and values ▪ Mental frailty due to Alzheimer's disease and other Dementia type illness.
Relevant experience	<ul style="list-style-type: none"> ▪ Moderate experience of working in a formal care or nursing setting. ▪ Voluntary work. ▪ Supported living or Domiciliary care. ▪ Medication administration 	<ul style="list-style-type: none"> ▪
Skills and abilities	<ul style="list-style-type: none"> ▪ Verbal and written communication skills. ▪ The ability to identify any changing needs in Service Users ▪ The ability to undertake personal care. ▪ To be polite, helpful and courteous to all service users, colleagues, visitors and attending professionals. ▪ To contribute to effective team working to develop and continually improve service. ▪ To work on own initiative. ▪ To recognise and act appropriately to any forms of mistreatment or suspected mistreatment. 	<ul style="list-style-type: none"> ▪ The ability to listen and support Service Users to express their needs and wants.
Personal Circumstances	<ul style="list-style-type: none"> ▪ Must be 18 years of age or 16 if achieved NVQ 2 in Health & Social Care. (CQC requirement) ▪ To demonstrate a willingness to be flexible to meet the changing needs of Service Users, Customers and the Business unit. 	