

MTVH ROLE PROFILE

Date: 17/07/2020

Role Title (External)	Care and Support Worker	Directorate	Customer Service	Location	Base location covering services in patch as required.
Reports To	Care Manager / Care & Support Team Manager / Team Leader	Function / Team	Care & Support	Geographical Spread	London / Midlands / East Anglia
Direct Reports	0	Budget Sign-Off Approval Level	Has no direct or quantifiable impact on budgets	Suitable for Agile Working Options	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
DBS Check Required	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>			Driving Licence	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If Yes for DBS check, which level is needed? Enhanced with Adult Barred List			Insurance check required	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

The nature of this role means that the post holder will be involved in regulated activity with vulnerable adults. To meet our commitment to providing safe, high quality services to our customers we will complete an enhanced background check with the Disclosure and Barring Service, which will include a check of the Barred list, once an offer employment is made. A new check will be completed every three years.

Overall Responsibility:

To provide a personal care & support service to a diverse range of vulnerable customers within our communities. Treating everyone with dignity and respect to meet their individual needs whilst promoting independence in a safe environment.

Key Responsibilities and Outcomes

- Assist customers with personal care and needs in line with their care plans if required.
- Empower customers to maintain and establish positive relationships in the wider community.
- Provide practical support to customers for essential daily living tasks.
- Be key worker for allocated customers to develop an understanding of their requirements and best meet their needs.
- Assist with the creation of support plans and work with external parties in achieving the best outcomes for customers.
- Encourage customers in developing and maintaining independence and emotional wellbeing.
- Ensure customers are supported in a safe and caring environment with the confidence to raise issues
- Recognise changes in customer behaviours and potential safeguarding issues associated. Respond and challenge in an appropriate and empathetic manner
- Work with colleagues to maintain accurate customer records
- Work closely and cooperatively with external agencies and family members to offer customers a cohesive care and support service to develop and/or maintain independence
- Undertake risk assessments for customers and administration and recording of medication in line with care plans

MTVH ROLE PROFILE

Date: 17/07/2020

<ul style="list-style-type: none"> De-escalate challenging behaviours in a way that respects customers whilst showing respect and limiting any impact on other customers or colleagues 	
Personal Competencies	Skills / Experience / Knowledge
<ul style="list-style-type: none"> Collaborative team player Empathy and respect Compassion Open minded and a commitment to equality, diversion and inclusion Flexible approach Commitment to safeguarding customers 	<ul style="list-style-type: none"> Experience of working with vulnerable adults Level 1 Health & Social Care or willingness to work towards Basic IT literacy Good verbal communication skills Able to read, write and understand basic English
General Responsibilities	
<ul style="list-style-type: none"> To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization. Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity. Play an active role in contributing to effective cross team working and provide cover for colleagues as required. To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy. To comply with MTVH's Health and Safety policies, procedures and processes and to promote health and safety compliance for all. To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity <p style="margin-top: 10px;">This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.</p>	

Other Requirements (e.g. driving licence needed etc). Information about “other requirements” can be found in the Guidelines for Completing Roles Profiles document.

Some roles may require a driving licence and access to a vehicle due to the remoteness and unavailability of public transport.

Able to work shift rota's that could cover 7x24 hours

Will involve working at weekends and bank holidays