

Mission: "To provide the best of care and support to enable the community to fulfil its potential"

JOB DESCRIPTION

The job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment. *As a registered charity, it is reasonably expected that VSA employees will participate in some charitable/fundraising/publicity events and may therefore on occasion be requested to donate some of their own time.*

Job Title:	Support Worker	Ref: K06019
Directorate:	Adult & Community – Mental Health Services	
Working Relationships:	Responsible to: Operations Manager/Team leader Works closely with members of staff team	
Key External Contacts: (if applicable)		
Location:	Westerton Crescent	

Purpose of Job:

To contribute to the provision of quality services to meet the needs of service users, according to agreed VSA standards, policies and regulatory requirements.

Main Duties/Responsibilities:

1. Communicating effectively with individuals according to agreed standards and procedures, accessing and updating records in keeping with guidelines.
2. Helping to provide a safe and protective environment by complying with health, safety, and security procedures, including medication, and reporting accidents/incidents when appropriate.
3. Supporting service users in their daily living, according to their recognised and agreed needs, providing personal care where necessary, adhering to practices which promote well-being, choice, and treating people with dignity and respect.
4. Assisting service users in developing and maintaining social networks and relationships.
5. Assisting and encouraging service users to develop skills and knowledge to live as independently as possible, if appropriate, with reference to the risk assessment process.
6. Participating in the development, implementation and review of personal plans with service users.
7. Supporting service users appropriately when they experience a significant life change or loss.
8. Developing one's knowledge and practice continuously through participation in training and development activities.
9. Carrying out any other tasks from time to time, provided they are reasonable and within the postholder's capabilities.
10. Having awareness and work within internal control systems in your area to facilitate improvement in the quality of service provided

Qualifications/Training/Education:	
Essential: <ul style="list-style-type: none"> • Willingness and ability to achieve SCQF Level 6 in Social Services and Healthcare within 3 years of appointment or as determined by VSA. 	Desirable: <ul style="list-style-type: none"> • SCQF Level 6 in Social Services and Healthcare • Food Hygiene certificate
Experience:	
Essential: <ul style="list-style-type: none"> • Experience of working in a busy environment 	Desirable: <ul style="list-style-type: none"> • Experience of working in a caring role involving adults • Record keeping
Key Skills/Aptitudes:	
Essential: <ul style="list-style-type: none"> • Ability to communicate well verbally with individuals. • Ability to write short reports 	Desirable: <ul style="list-style-type: none"> • Basic I.T. skills (e.g.-mails)
Personal Qualities:	
Essential: <ul style="list-style-type: none"> • Approachable • Ethical • Non-judgemental • Team-worker • Health and Safety aware • Client Focused • Organised 	Desirable:
Other Job Requirements:	
<p>To comply with the registration and qualification requirements as laid down by the Scottish Social Service Council (SSSC) and to strictly adhere to the SSSC Codes of Practice.</p> <p>Ability to deal with difficult behaviour following VSA standards and procedures</p>	

Reviewed June 2019