

Role title	Support Worker
Responsible to	Service Manager
Location	Croftspar Place

About Alzheimer Scotland

Alzheimer Scotland is Scotland's national dementia charity. Our aim is to make sure nobody faces dementia alone. We provide support and information to people with dementia, their carers and families, we campaign for the rights of people with dementia, support vital dementia research and promote positive brain health.

Alzheimer Scotland is committed to fair work and to enabling an environment of trust, integrity and respect, for which everyone in the organisation has a responsibility. We encourage creativity and innovation as we strive to continually improve the ways we support people with dementia, their families, and carers. Our employees and volunteers work collaboratively to provide the best outcomes for those who rely on our services, so that together we can deliver on the charity's vision to make sure no one faces dementia alone.

All Alzheimer Scotland employees and volunteers are encouraged to fully engage in activity within the organisation, and we actively promote effective voice so that the views of those who work with us are sought out, listened to, and can make a difference. We advocate continuous development across all our teams, providing opportunities to learn in an environment that is safe and supportive.

About the role

The support worker will assist and support people living with dementia to achieve good outcomes using a range of resources, individual support, therapeutic interventions and activities within their own home and in the wider community. Support is provided in the person's own home within our 24 hour Supported Living Service. The post holder will be part of a dedicated team that will ensure that the highest quality of service is provided.

Key responsibilities

Role specific responsibilities

- Deliver a high standard of personalised and person-centred support to people living with dementia, working to achieve good outcomes for each person and following an agreed personal outcomes plan, where this is in place, this includes support with personal care, housing support, shopping, meal preparation and cooking. Assist and support with taking prescribed medication in line with the Organisations policy and procedures.
- Develop positive relationships with carers, family and friends, and work in partnership with them, where appropriate, to identify the wishes and priorities of the person supported.
- Use a range of therapeutic interventions, activities and resources to meet agreed outcomes for each person supported, adopting safe practice and following any actions set out in Risk Enablement Plans

- Monitor progress towards agreed outcomes for each person supported and provide regular updates to the line manager using agreed reporting mechanisms
- Ensure up to date records are maintained in line with organisational standard and quality, assist in collating any relevant service records to meet required deadlines
- Liaise with Housing staff to ensure that the tenant's home is safe and secure and to help arrange minor repairs with the housing association
- Provide information on key quality themes with regard to the service provided to assist in maintaining up-to-date records as required, evidencing, and recording outcomes.
- Contribute to the referral process to ensure that there is as smooth a transition as possible for new tenant's moving in and to assist and support such tenant's in practical ways to help them settle into their new home
- Promote and adhere to the National Health and Social Care Standards and Scottish Social Services Council Codes of Practice.

Other responsibilities

- Ensure Health and Safety is actively monitored and implemented and identify and manage risk in line with Alzheimer Scotland's operational guidance.
- Use IT systems appropriate to the role, including Microsoft Office suite, ALIS (intranet), and iTrent (HR and People system) and ensure all required measures to relating to the safe and secure use of sensitive and personal data are adhered to at all times.
- Actively collaborate with peers and colleagues both internally and external to the Charity, as appropriate to the role, in developing positive working relationships and collaborative, flexible approaches.
- Operate within the context of all Alzheimer Scotland policies and procedures.
- Participate fully in team meetings, learning and development opportunities and CPD/ CPL activities, and personal review and appraisal meetings.
- Adopt and maintain a positive approach in supporting, contributing to, and enabling effective employee voice.
- Actively support and promote the integration of volunteer activity and effective volunteer voice.
- Work flexibly and undertake any other appropriate duties commensurate with the general remit of the role, as required.

General

This job description remains subject to review by the Charity at any time and does not form part of the postholder's contract of employment unless explicitly stated.

Alzheimer Scotland - Person Specification

Support Worker

This person specification should be read with the job description for the post of Support Worker. Please note that these competencies are not ranked in order of priority.

The following criteria will be used in selecting a candidate:

	Essential	Desirable
Skills, ability, knowledge		
Good communication skills both written and verbal.	x	
Ability to use a computer for emails and recording information		x
Full driving license and access to a vehicle during working time (* This may be an essential requirement for some Support worker roles.)		x*
Experience is contributing to support plans and being aware of Key worker system	x	
Be committed to working evenings, weekends, public holidays and occasional nightshift	x	
Personal qualities		
Enthusiasm and motivation as well as understanding of and empathy with vulnerable people	x	
Ability to relate to service users and carers and to understand their needs	x	
Non-discriminatory and inclusive approach to enable people with dementia to still live life to the full	x	
Ability to manage own time and to organise tasks and work load	x	
Qualifications/experience		
Literacy and numeracy skills to complete service users' paperwork and complete time sheets and forms.	x	
SVQ level 3 in Social Care or other relevant qualification	x	
Understanding and/or experience of working with, or supporting vulnerable people or carers	x	

Experience in supporting people with Dementia to live within their own home	x	
Be confident in liaising with our health and social work colleagues		x
Experience in delivering personal care to vulnerable people, including assisting and supporting with medication		x