



Job Description - Support Worker

Purpose of the Post

The Support Worker will assist people living with dementia to achieve good outcomes using a range of therapeutic interventions, resources and activities as appropriate. Support is provided in a variety of settings and may also involve assisting access to resources in the wider community.

Accountability

Line manager will be either the Service Manager, Practice Team Leader, Day Care Organiser or other post-holder, depending on local resourcing arrangements.

Main Duties and Responsibilities

The post holder will be expected to:

- 1 **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.
- 2 **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.
- 3 **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.
- 4 **Monitor progress toward agreed outcomes for each person supported** and provide regular updates to the line manager using agreed reporting mechanisms.
- 5 **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.
- 6 **Undertake relevant learning and professional development opportunities** to maintain and improve knowledge, skills and practice.
- 7 **Attend meetings** at local and / or national level, as required.
- 8 **Undertake support at home, in day opportunities, Dementia Resource Centres** and other locations on an occasional basis.



- 9 **Perform any other reasonable request** within the capability of the post holder.

All of the responsibilities and duties are to be carried out according to Alzheimer Scotland's standards, policies and procedures as described in the:

- Organisation's Manuals
- Practice Standards

Support Workers are expected to promote and adhere to:

- National Health and Social Care Standards
- Scottish Social Services Council Codes of Practice.

Salary - The post is graded at point 8

The post holder will require to be a member of the Protection of Vulnerable Groups Scheme.

This job description is open to review by the organisation at any time and was last revised in March 2017.



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.	√	
Ability to use a computer for emails, recording information and using employee support systems	√	
Full driving license and access to a vehicle during working time (* This may be an essential requirement for some Support worker roles.)		√*
Personal qualities		
Enthusiasm and motivation as well as understanding of and empathy with vulnerable people	√	
Ability to relate to service users and carers and to understand their needs	√	
Non-discriminatory and inclusive approach to enable people with dementia to still live life to the full	√	
Ability to manage own time and to organise tasks and work load	√	
Qualifications/experience		
Literacy and numeracy skills to complete service users' paperwork and complete time sheets and forms.	√	
SVQ level 2 in Social Care or other relevant qualification		√
Understanding and/or experience of working with, or supporting vulnerable people or carers	√	
Experience of contributing to support plans and work diaries		√



Experience in delivering personal care to vulnerable people, including assisting and supporting with medication		√
Experience of working with, or supporting, people with dementia		√

March 2017