



MCH Wheal Northey
Suite 2 Holmbush Business Centre
Wheal Northey
St Austell
Cornwall
PL25 3EF

01726 66687

www.mchgroup.org.uk

JOB DESCRIPTION: SUPPORT WORKER

- To undertake mandatory training and engage in core training. To attend all training dates as requested by the manager.
- Work with service users to provide care and support (including organising and supporting on outings, support with personal finances, promoting independence, support with cooking and domestic skills where appropriate).
- Establish positive relationships with service users ensuring that their individual rights and personal dignity is respected at all times.
- To establish and maintain a positive relationship with service user's family/carers. Keep family members updated and included in decisions (where appropriate);. It is very important to MCH that family are included in the care of our service users and support staff are expected to form and sustain positive relationships with them.
- Reading, understanding and implementation of service user support plans and risk assessments. Bringing any concerns or lack of knowledge in relation to support plans to the manager.
- Maintaining the cleanliness and hygiene in all areas of the centre to a high standard: performing daily and weekly checks.
- Working as part of a support team to support service users and to maintain the high standards of care we provide. Contributing to the team with ideas and suggestions; offering support to colleagues including discussing issues about things they could do differently and being open to this input from your colleagues.
- To work in accordance with MCH values and ethics; to work within the guidance in MCH policies and procedures.
- To participate fully in regular supervision and appraisals.
- Maintain a high level of communication with members of the team and manager; reading daily notes and communications at the beginning of a shift.
- Support service users to develop activity plans (where relevant) or to source activities on their behalf. Identify any skills and training, internal or external that may help develop the service user's independence and record in the service users file.
- To be responsible for medication administration for all service users. Ensuring that medication is administered in accordance with the MAR sheets; maintaining an accurate record of all medication administered.



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- To complete daily notes and incident forms accurately as per the requirements of MCH to maintain the confidentiality of service users including the storage of paperwork in accordance with the General Data Protection Act and to ensure disclosure of confidential information to 'authorised people'.
- To maintain a safe and healthy environment and to report any hazards to management.
- To report any malpractice, accidents, incidents or untoward occurrences to the manager.