

Job Title:	Key Worker	Reports to:	Registered Manager/ Deputy Manager
Department/Group:	Residential/ Supported Living	Hours:	Full time 40 hours as per the needs of the rota and in agreement with Line Manager.
Location:	Invia	Date:	July 2019
Job Description			
<p>KEY ROLE AND RESPONSIBILITIES</p> <p>To be the primary supporter of one or more specified service users offering support, guidance and facilitation in stepping towards independence. Accountable to the Manager/Deputy for the service delivered to individual Service Users</p> <ul style="list-style-type: none"> • To offer intensive support to specified Service Users in their daily lives, encouraging them to become more independent through effective planning and facilitation, consistent with the Service User's abilities and preferences. • To help the Service User create their own person-centered care plan with input from other interested parties such as Social Workers, relatives, medical professionals, managers and colleagues as appropriate. • To support the Service User in achievement of their care plan and monitor and report on progress to the Manager and other colleagues, as appropriate • To set up and chair reviews of the care plan involving all interested parties • To facilitate, motivate, encourage and empower the Service User to live their life to their full potential and prepare, in consultation with the Service User, an activity timetable which sets out the activities to be planned and undertaken by the Service User to support progress towards achievement of the care plan • To complete risk assessments for the Service User that sets out an assessment of the risks and mitigating actions and compiled from information received from the placing authority, staff observations and other available information, including input from the Service User. Reviewed monthly or when deemed necessary at any point when the perceived risks change, in conjunction with the Manager and colleagues • To hold and make notes of supervision/support sessions and discussion with the Service User-following every support session in which any issues arising since the last discussion are addressed. The discussion may range over any aspect of the Service User's support, care and well-being, including behavioural issues, coping with their timetable, keeping to agreements, discussing complaints, managing money and budgeting, health and medication, personal hygiene, exercise, anger management. Notes must be kept up to date and available for colleagues, and the responsibility of the job holder to arrange for a colleague to hold supervision discussions if unavailable themselves with prior agreement of the Service User and Manager/Deputy • To facilitate meetings required with external professionals and make appropriate notes of these meetings • To communicate with colleagues about the Service User and to ensure all members of the team understand what you and the Service User are trying to achieve • To maintain the Service User portfolio which shows evidence of progress made towards achieving the aims of the care plan. • To assist Service Users with their life skill activities, such as shopping, budgeting, cooking, room care, cleaning and laundry • Support the Service User in making and keeping arrangements for health and professional appointments and for any religious or cultural events important to them. • To ensure the safety and well-being of Service Users whilst working with them • To develop an open, honest and considerate working relationship with Service Users • To maintain the privacy and dignity of Service Users whilst working with them, to respect their rights and choices and to empower them to make their own decisions and choices 			

- To seek to resolve, wherever possible, disputes or complaints involving the Service User and escalate these to the Registered Manager as appropriate
- To keep and maintain records of work performed in accordance with Cintre's policies and the requirements of external bodies; to ensure the confidentiality of these records
- To ensure all administrative and financial procedures are carried out accurately and appropriately
- To participate in a Rota working system which is 24-hour support, 365 days a year (Residential).
- To be flexible and adaptable to the charity's needs and willing and able to work across Cintre (including other locations) if required by Management.

Signed:		Dated:	
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