



JOB

DESCRIPTION

Home Support Worker

Rehab Group is an independent voluntary organisation providing services and support for people with disabilities and their families for more than 70 years. We are an internationally recognised and pioneering charity, enabling more than 10,000 people with disabilities to live lives of their choosing. Through these decades of work, many thousands of people have seen their lives transform, achieving levels of independence, educational attainment and career progression that may have seemed out of reach. Our purpose is to empower those we support to lead more independent lives and play an active and meaningful role in their communities through the provision of high-quality, flexible and sustainable services.

Our Vision is to be an internationally recognised and expert organisation that positively impacts the lives of those it supports equipping them with the confidence, skills and self-belief to achieve their expressed goals.



Our Mission is enable people to pursue opportunities in their lives, to be more independent, participate in and contribute to society living the life of their choosing.

Our Values are:

- Quality – consistently achieving high standards.
- Dignity – valuing the worth of all.
- Teamwork – collaborating for success.
- Justice – acting fairly and equitably.
- Respect – listening and considering the views and wishes of all.
- Advocacy – amplifying the voices of those we support to help reduce societal barriers and narrow inequalities.

www.rehab.ie

For all queries relating to job opportunities, please email: recruit@rehab.ie



JOB DESCRIPTION

Home Support Worker

1. JOB PURPOSE

To provide a flexible Home Care support service to the older person and to adults, young people and children with disabilities. The aim is to support and enable the clients to live with respect and dignity within their own home and community.

2. MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE/TRAINING/KNOWLEDGE

<p>Formal Education / Training Include any specialised education and qualifications needed to do the job.</p>	<ul style="list-style-type: none"> ▪ A relevant FETAC Healthcare qualification or equivalent is desirable ▪ On the job QQI Level 5 training provided (care skills and care of the older person)
<p>Work Experience Clarify the minimum years of total work experience and other relevant work experience required to do the job</p>	<ul style="list-style-type: none"> ▪ Experience of working with the older person and/or with people with disabilities. ▪ Experience in the provision of home care services. ▪ Experience of supporting and maintaining a safe and healthy environment, ensuring good practice at all times ▪ Experience in the development of relationships with clients, families and key health and social care professionals
<p>Skills and Knowledge Include any specialised skills or knowledge needed for the job.</p>	<p>Special Aptitudes / Competencies</p> <ul style="list-style-type: none"> ▪ Excellent verbal and written communication, including report writing ▪ Strong interpersonal, organisational and logistical skills Good time management ▪ Sound knowledge of home care and what is required on a daily basis ▪ Strong team player with an ability to multitask ▪ Track record of liaising with clients and their families to ensure best quality of care ▪ Knowledge of care of the older person and/or people with disabilities

3. JOB DUTIES AND RESPONSIBILITIES

	Job Area
1.	To provide a Home Care support service to the older person and/or to adults, young people and children with disabilities. The purpose of the role is to support and enable clients to live with respect and dignity within their own home and community
2.	Assisting clients in all the essential Activities of Daily Living, enabling people to independently care for themselves as much as possible. These tasks may include assistance with dressing, personal hygiene, shopping and meal preparation
3.	To be able to meet the full range of the required supports, including an awareness of good Infection, Protection and Control procedures and practice, applying practical skills in the delivery of care whilst responding to individual needs and choices



4.	To maintain a safe and healthy environment, with an understanding of Safeguarding Vulnerable adults, demonstrating good observation skills in regard to individual and environmental risks
5.	To enhance the quality of life for the clients and facilitate them to maintain and promote their independence within their home environment and within their community
6.	To ensure appropriate and timely reporting in any changes to an individual's health and wellbeing, following the agreed protocol and Code of conduct
7.	To prompt clients in taking their medication as appropriate. This is not dispensing of medication
8.	To adhere to all Rehab Policies and Procedures, at all times observing confidentiality and boundary management whilst respecting the privacy of the client



4. COMMUNICATION AND WORKING RELATIONSHIPS

Typical Level of Interaction <i>Select one only</i>	X Standard: Typical interaction is to request and provide information. Courtesy, tact and effectiveness are required. <input type="checkbox"/> Advanced: Influence using logic and facts. Communication is important but not critical to the achievement of job objectives. <input type="checkbox"/> Expert: Win the hearts and minds, changing opinion of people. Critical in achieving the job objectives.
Primary Audience (Internal) <i>Identify key parties</i>	Team Management
Level of Audience (Internal) <i>Typical level of audience</i>	X Clerical / Operational <input type="checkbox"/> Supervisory / Junior Professional <input type="checkbox"/> Middle Management / Seasoned Professional <input type="checkbox"/> Senior / Top Management
Primary Audience (External) <i>Identify key parties</i>	Team Management
Level of Audience (External) <i>Typical level of audience</i>	X Clerical / Operational <input type="checkbox"/> Supervisory / Junior Professional <input type="checkbox"/> Middle Management / Seasoned Professional <input type="checkbox"/> Senior / Top Management

5. KEY DIMENSIONS AND RELATED JOB RESULTS

- Reporting to the Home Support Co-ordinator/Care Planner Manager
- Participate in CareLink training programme & completed QQI level 5 Fetac modules: Care Skills and Care of the older person within the Induction period.

6. OPERATING ENVIRONMENT

- **Own transportation required**
- Full Clean Driving Licence
- Flexible with regard to working hours in order to meet the operational needs of the service



7. KEY COMPETENCIES

A commitment to living the organisational values of Team work, Dignity, Justice, Advocacy and Quality	
Respect for Others	<ul style="list-style-type: none"> ▪ You respect the dignity and privacy of individuals. ▪ You ensure your own actions support the equality, diversity, rights and responsibilities of individuals, key people, your colleagues, your staff and any others you come into in the course of your work. ▪ You treat and value each person as an individual; listening to their needs and offering guidance in a non-judgmental way.
Promoting Choice, Independence, Health and Wellbeing	<ul style="list-style-type: none"> ▪ You develop and maintain effective relationships to promote the individual's choice about their care and well-being. ▪ You provide active support to enable individuals to identify and promote their own health and social well-being and to manage their own lives. You promote the independence of individuals, taking account of their needs and preferences in everything you do.
Leadership and Teamwork	<ul style="list-style-type: none"> ▪ You show respect for colleagues and co-workers. ▪ You develop and maintains good working relationships with others, sharing information and knowledge, as appropriate ▪ You offer your own ideas and perspectives. ▪ You understand your own role in the team, making every effort to play your part.
Building Relationships and Communication	<ul style="list-style-type: none"> ▪ You build constructive working relationships characterised by a high level of acceptance, cooperation, and mutual respect.
Planning and Organising	<ul style="list-style-type: none"> ▪ You identify and organise your time to enable you to complete your workload. ▪ You plan and prioritise your workload effectively. You handle any unforeseen circumstances
Judgement and Decision Making	<ul style="list-style-type: none"> ▪ You make timely, informed decisions that take into account the facts, goals, constraints, and risks.
Management and Delivery of Results	<ul style="list-style-type: none"> ▪ You take ownership of tasks and are determined to see them through to a satisfactory conclusion. ▪ You are logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation. ▪ You constructively challenge existing approaches to improve efficient customer service delivery. ▪ You accurately estimate time parameters for project, making contingencies to overcome obstacles. ▪ You minimise errors, reviewing learning and ensuring remedies are in place. ▪ You maximise the input of own team in ensuring effective delivery of results. ▪ You ensure that proper service delivery procedures/protocols/reviews are in place and implemented.



Professionalism	<ul style="list-style-type: none">▪ You are committed to and always act in accordance with organisational protocol, policies and procedures and also legislation.▪ You are straightforward in your dealings with individuals and colleagues, always acting with integrity and honesty.▪ You act in ways that promote the individual's confidence in you.
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