

PERSON SPECIFICATION – SUPPORT WORKER

ROLE

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MAIN OBJECTIVE OF ROLE

Nurseline's ethos is 'Make it Personal' aspiring to deliver personalised healthcare that is focused wholly on service user and client experience. All service users should be encouraged and enabled to live as independently as possible. All patients must be treated with respect and dignity regardless of their circumstances and should be seen as unique individuals.

Your actions and behaviour must comply with corporate policy of clients, statutory regulations and Nurseline Healthcare's quality standards.

THE SUCCESSFUL CANDIDATE WILL:

- Be responsible for up-holding confidential matters of the Client.
- Ensure service users needs and requirements are met.
- Demonstrate empathy and compassion.
- Have good level of reading and writing English to update care plans, charts and make accurate notes.
- Have ability to work well and in harmony with others.
- Maintain professional relationships understanding professional boundaries.
- Be flexible and approachable.
- Be committed to personal and professional development.
- Be able to deal with emergencies or difficult situations calmly.

OUR THREE CORE VALUES ARE AT THE CENTRE OF OUR 'MAKE IT PERSONAL' CULTURE, WHICH DRIVES EVERYTHING WE BELIEVE, THINK, FEEL AND DO:

FAMILY:

We are respectful and courteous and treat each other and those we serve, how their family would.

We actively get to know and build relationships with each other, accept each other, embrace our differences and both value, and are accountable for the role that each of us plays in our overall mission.

We work collaboratively and demonstrate our loyalty to each other through protecting and supporting each other.

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HONESTY:

We take personal responsibility at all times which means that we acknowledge our weaknesses, put our hand up when we make mistakes, apologise when we are wrong, actively seek and embrace feedback and ask for help when we need it.

We are open to change, receptive to new ideas and possibilities and we respect and embrace our colleagues and service providers as our teachers.

We do what we say we're going to do.

QUALITY:

We continually strive to be the best we can be and so we invest in training to develop our knowledge, skills.

We consistently evaluate how we are doing, are both proactive and responsive to our clients needs, go above and beyond.

We are highly engaged in what we aspire to achieve and in the work we do to achieve it.

COMMUNICATION:

Communication and personal interaction is a key feature of this role. You will need to listen to others by whatever means of communication they use: gesture, facial expression, body tension or posture, sign language, objects of reference, in writing or verbally.

You may support people who use challenging behaviour to communicate their needs and/or frustrations.