

**Job Title:** Bank Support Worker  
**Reporting to:** Services Manager  
**Pay:** £11.27 hourly rate  
**Shift:** Monday - Friday  
**Contract Type:** Bank  
**Location:** Sage House, Tangmere, PO20 2FP

### Position Overview:

Are you looking for a caring role where you really make a difference to people living with dementia? Do you require flexibility and looking for a role that fits around your lifestyle? Are you dynamic, fun, warm, caring, energetic and passionate about delivering high quality care and activities? ... Great! then come join our bank support worker team of likeminded people who are making a difference.

As a Bank Support Worker, you will not be tied to agreed hours and will have the flexibility to accept available shifts between the hours of 9.30am-4.30pm, Monday to Friday.

You will work with the Daybreaks team to provide high quality care to improve the quality of life for our customers living with dementia. Our Day Break service is designed to provide innovative and empowering care, support, and activities for those living with dementia.

The responsibilities of the role include creating a happy, homely, and stimulating environment for our customers whilst providing compassionate support and encouraging participation in daily activities. Assisting with eating and personal care and observing changes in a customer's condition will be required.

We're a busy charity, we're constantly innovating and experimenting with new ideas... so embracing that can do attitude and working collaboratively with the broader team to help make things happen will be a huge asset.

You'll be joining an incredible team of people, who are driven by making a difference. Every day at Sage House is different... we run themed days, host workshops, chatter tables and so much more.

There is free onsite parking, and holiday will be accrued depending on the hours worked each month.

**Would you like to come and be part of this incredible team? Join us and become a Support Worker and be at the heart of all we do.**

**To apply visit <https://www.dementiasupporthubs.org/work-for-us>. If you would like to discuss the role in more detail, please speak to Reece Jobe on 01243 888 691.**

## Job Purpose

Subscribing to the values of the Charity, you must be committed to working together with others, be that staff teams or partners and customers to improve lives. By working with integrity and commitment to maintain high personal and professional standards and deliver excellence in our work, together at Dementia Support we ensure that Everyone Matters

High quality, compassionate and caring services are key to our vision and we expect all staff to join us in delivering these organisational values. As a support worker within Sage House you will work as part of a team to deliver services to our customers which are;

- ✿ Caring and treat people with compassion, kindness, dignity and respect.
- ✿ High quality & effective in achieving good outcomes and improve our customer's quality of life.
- ✿ Responsive to what people want
- ✿ Inclusive, person-centred and innovative.

The role will work in an effective team providing unrivalled outcome-based care and support and will enable customers to maintain and where possible, improve skills of daily living and maintain and develop the highest quality of life in a positive, nurturing and safe environment

## Responsibilities

The specific accountabilities of the role may alter on occasion to meet the needs of the charity and its customers. Accountabilities will include (or be equivalent in nature to) those listed below:

- ✿ Help create a happy, homely and stimulating environment for customers, based on individual life style choices and the interests of the customer
- ✿ Encourage customers to make appropriate choices, express their own needs and maintain as much control as possible about decisions which affect them
- ✿ Provide high quality and compassionate support, care and activities for people with dementia, ensuring that they are supported with personal and practical care in accordance with their support plans and risk assessments including:
- ✿ Assist with eating and drinking and going to the toilet including continence management and personal hygiene
- ✿ Assist customers to engage in meaningful activities to maximise their physical and mental health and wellbeing
- ✿ Promote the health, wellbeing and development of customers ensuring that care plans are adhered to and that identified outcomes are being addressed in a structured, focused way and progress is being monitored. Observe any changes in a customer's condition/abilities and report and respond
- ✿ Follow the principles of safe moving and handling in accordance with the charity manual handling policy and procedures, including individual risk assessments. This may include the use of hoists and other moving and handling equipment including mobility and bathing aids

- ✿ To communicate effectively with all staff, other health and social care professionals, families and friends in accordance with the needs and wishes of the customer
- ✿ Understand and adhere to Safeguarding Policies, and report any concerns immediately to team leaders and take appropriate emergency action to safeguard customers
- ✿ To maintain high standards of infection control within the care provided and to assist customers to maintain their required level of personal hygiene
- ✿ To take responsibility for own personal safety when working with vulnerable people
- ✿ To attend one to one supervision sessions, annual staff appraisals, staff meetings and training when required
- ✿ Any other duties commensurate with the post

## Knowledge, Skills & Abilities

- ✿ Knowledge and understanding of the needs of people living with dementia and their families.
- ✿ Excellent interpersonal and communication skills both verbally and in writing
- ✿ A genuine desire to provide care and support to people with dementia and improve their quality of life
- ✿ Kindness, empathy, energy and a positive attitude
- ✿ A friendly and approachable demeanour
- ✿ Understanding of the mental capacity and deprivation of liberty safeguards
- ✿ Understanding of the Care Act 2014, Safeguarding, Mental Capacity Act
- ✿ Able to work independently using their initiative.
- ✿ Adaptable and flexible approach to work.

## Qualifications & Experience

- ✿ Care Certificate or equivalent Level 1 certificate – desirable
- ✿ Previous experience of delivering care and support to people with dementia – essential.
- ✿ QCF Qualification (NVQ Level 2) in health and social care or an equivalent qualification, including relevant dementia care units or a commitment to work toward it - desirable.
- ✿ Experience of caring for older people in a paid or voluntary capacity - desirable