

Support Worker Job Description

Duties and Responsibilities:

- Communicating frequently with the patients so as to be able to identify their needs and attend to them accordingly
- Making sure that appointments are made and adhered to with patients' physicians as at when due
- Being responsible for the well-being and safety of patients under care
- Seeing to the availability of a patient's medication at all times
- Interacting respectfully with patients and their relatives (if the need arises)
- Keep all matters related to patients or their families confidential at all times
- Extend support/care period if the need arises
- In the case of serious side effects or health-related issues, notify the patient's physician and family.

Support Worker Requirements – Skills, Knowledge, and Abilities

- Good communication skills are a must-have for any support worker
- He/she must have good interpersonal skills so as to be able to easily identify the needs of each patient
- Ability to understand and be patient/calm irrespective of provocation from patients being cared for or supported
- Must be compassionate when carrying out his/her duties
- Flexibility in work patterns and schedule is of great importance
- Ability to work as part of a team if need be
- Ability to work with minimal supervision always
- He/she must display a great level of trust and honesty at all times
- Must possess excellent problem-solving abilities
- Must be able to adapt to different conditions and cases
- In some cases also, he/she may be required to act as a role model to the patient that is being supported or guided
- Evidence of experience as a support worker or care provider

- A good level of general education, especially in communication and healthcare-related fields
- A diploma in health and social care would be of added advantage.