Job Description
Support Worker (Residential)

Job Title: Support Worker
Reporting to: Manager or delegated Person in Charge

Role Summary:

The Support Worker is responsible to support individual/s to experience a self-directed, connected, inclusive, meaningful and fulfilling life.

The support worker must act, at all times, in the best interests of the individual and afford each person respect and dignity. The Muiríosa Foundation is a voluntary organisation and all staff members are required to work in accordance with the Ethos of the organisation as expressed in the Vision, Mission and Core Values.

Valuing Life; helping people build meaningful lifestyles.

Principal Duties:

- Act as a keyworker, ensuring service user's needs and wishes are met.
- Perform the range of duties as required to support service users to lead a meaningful life, as independently as possible, while ensuring compliance with HIQA and HSE policies and regulations, including HIQA Standards.
- Listen to each individual and support them to voice their will and preference.
- Seek to help fulfil expectations expressed by individual Service Users, where appropriate and with appropriate risk assessment and guidance. In addition, refer to the expectations as expressed by service users in the Staff Code of Conduct, '**My House My Home' 'My Plan My Life'** section. These expectations are explained in more detail in the policy and include: Attend on time; Introduce yourself; Don't be on your mobile phone; Be nice and be pleasant; Be nice, be kind, be helpful; Engage with us; Don't stay away from the residents; Participate with Residents; Ensure you know my support plan; Respect my privacy; Listen to me; Do not shout; I have a right to use the facilities in my home; Give me appropriate assistance with my finances; Be confidential about me.
- Have a robust knowledge of the **Statement of Purpose and Function** and operating procedures within your area of work. [For Residential Roles]
- With other colleagues support and champion the Service User to experience a meaningful life.
- Promote and facilitate a safe environment that meets the needs of the individual, ensuring compliance with Trust in Care, Safeguarding Vulnerable Adults, and Child Protection and Welfare policies and procedures.
- Promote and establish positive relationships with individuals, their families, and staff. Work with them actively participating in assessment, planning, implementation and evaluation of care plans, behaviour plans, Person Centred Support plans, and EpiCARE plans.
- Maintain open communication channels between service users, families, staff, and wider community.

- Ensure that confidentiality is maintained throughout all aspects of the role, and that service users are treated with dignity and respect at all times.
- Actively build community networks to enhance community participation and integration.
- Support service users to achieve their individual potential through developing positive relationships, real choices, increased participation, personal development, competence, genuine inclusion, and socially valued roles to enhance their quality of life.
- Provide advocacy support to service users to achieve their goals and wishes, centred on their will and preference, assisting with decision making.
- Support service users to carry out the full range of personal care to meet their needs, which may include assisting with preparation of meals and at mealtimes; assisting with personal care including hair, nails etc. and intimate care needs. Strive to support the individual's independence in their personal care needs.
- Provide support to service users with their financial needs, creating financial support plans as required.
- Observe and report on the health and well-being of the service user. Report concerns to the Person in Charge – including written reports as required. In the event of incidents, accidents or sudden changes in the individual's condition, take remedial action as appropriate.
- Actively manage behaviours of concern and implement Positive Behaviour Support plans.
- Complete documentation to a high standard as required in accordance with agreed policies and procedures, to include daily activities as required on the Care Plan (written / system based).
- Utilise IT skills to update systems and reports as required.
- Management and administration of medication in accordance with the organisation Medication Management Policy.
- Make appointments and the necessary arrangements for attendance at same; organise follow up as required.
- Participate in Risk Assessments in conjunction with the Person in Charge as part of Person Centred Planning process, and supporting the service user in life choices.
- Attend training and education, including mandatory training, and training and education as required to enhance capacity to support service users and specific to the area of work.
- Be an active team member, ensuring attendance and participation in team meetings, while working collaboratively with the multidisciplinary team.
- Promote a positive, safe working environment for all team members, with compliance to the Staff Code of Conduct.
- Use own initiative to suggest positive enhancement to services provided, and take positive calculated risks for the benefit of service users.
- You may be assigned primarily to a particular area; however, the need may arise for flexibility to work in other areas within the Services. You are also required to rotate on shifts as requested to include night duty, sleepovers and weekends.
- Perform any other duties of reasonable nature that may be assigned or requested by the manager.

General Duties

- Participate in social and recreational events with the service user as required.
- Participate in and support service users in household duties, including day to day maintenance and housekeeping of the home.
- Treat the property of service users and the Muiríosa Foundation with respect.
- Report repairs required for faulty equipment and vehicles to the Manager or Person in Charge.
- Driving duties are an integral part of the support worker role, this may involve driving large, accessible vehicles. Note that penalty points or endorsement on a license must be reported to the manager.
- Seek approval prior to any communication to outside bodies on behalf of the Muiríosa Foundation.
- Ensure compliance with all national and Muiriosa Foundation policies and procedures, including but not limited to: Trust in Care, Safeguarding Vulnerable Adults, Child Protection and Welfare, Regulation 4,

Schedule 5 of the Health Act, Muiriosa Foundation's Safety Statement, Fire Regulations, Manual Handling Care Plans, Transport Policy, Staff Code of Conduct, Communication Code, Dignity at Work.

Confidentiality & Privacy

- Confidentiality in the course of employment is critical, employees will be expected to comply with the organisation's Privacy Statement, Data Protection Policy, and Records Management/Record Retention Policy, throughout the course of their work.
- Communication to outside bodies on behalf of the Muiríosa Foundation must be approved in advance by the Chief Executive Officer.

Employee Benefits

Employees of the Muiríosa Foundation can avail of a range of employee benefits, such as:

- **Health & Wellbeing:** We are committed to supporting our employees on their health and wellbeing journey by providing a range of courses aimed at supporting staff during their employment. We also have an Employee Assistance Programme (EAP) which is available 24/7 to our employees.
- **Training & Professional Development:** Extensive education and training courses are provided for all roles. We also have QQI accredited Education and Training available inhouse, and we support further education as relevant to roles.
- **Varied, meaningful work:** Working with the Muiríosa Foundation provides employees with the opportunity to be engaged in meaningful, varied work across different locations, where they can make a positive impact on the lives of others, both directly and indirectly.
- **Competitive Salary:** We offer salaries in line with Department of Health pay scales, including the awarding of annual incremental credit subject to satisfactory performance.
- **Public Sector Pension Scheme:** All new employees are automatically enrolled in the Single Public Service Pension Scheme. Existing Public Sector employees can also transfer to the relevant pension scheme upon commencement.
- **Leave Benefits:** Paid Maternity, Paternity Leave and Parents Leave. Generous paid Annual Leave above statutory leave. Sick Leave Scheme with paid sick leave entitlements.
- **Health Insurance Group Schemes:** We have group schemes with some of the main health insurance providers in Ireland which offers reduced rates for eligible employees, and we facilitate monthly deductions from pay.
- **Cycle to Work Scheme:** Eligible employees can apply for the Government's Cycle to Work Scheme where we facilitate monthly deductions from pay.

Pay Scale

The Support Worker will be remunerated on the Care Assistant (Disability Services) pay scale (February 2026)

13	34,536	35,677	37,230	37,745	38,579	40,201	41,943	42,550	44,063	45,195	46,117	47,152	**47,954**	**LSI**

Appointments will be made in accordance with public sector pay provisions.

Muiríosa Foundation

The Muiríosa Foundation is a voluntary health organisation, providing services to people for almost 80 years. The Department of Health, through the HSE, publicly fund the operational cost of the service. We operate in locations across the midlands in counties Laois, Offaly, Westmeath, Meath, Longford, Kildare, Tipperary, and Kilkenny.

Since its foundation, the main growth of activities and services has been in the midland region with the provision of an extensive variety of services to people of all ages with an intellectual disability, but catering mainly for people at the moderate, severe/profound level of disability and/or autism. Muiriosa Foundation now employs approximately 1,500 staff, provides residential and day services to over 500 people and an advisory service to a further 300 people and their families. We have in recent years been working intentionally to promote a view of the person with an intellectual disability as a participating citizen in society, participation embedded within a broad range of roles and relationships.

Muiríosa Foundation Vision Statement:

Individuals living out a life which:

- Best reflects the individual's will and preference;
- Connects the individual to a rich network of relationships, with a nucleus of strong, committed, personal relationships at its core;
- Is inclusive and valued;
- Is meaningful and fulfilling.

We are seeking enthusiastic candidates who are eager to engage in meaningful work, with the opportunity to make a positive difference, directly or indirectly, in the lives of others.

More information on our values, mission and vision can be found here.

Equality, Diversity & Inclusion

The Muiríosa Foundation is an Equal Opportunity Employer, and we welcome applications from candidates of all backgrounds. We appreciate the value that diversity brings, and we believe diversity creates a workforce truly reflective of the society we live in. We actively welcome applications from people from diverse backgrounds, in particular, underrepresented groups in our workforce.

If you have a disability and require accommodations to be made during the recruitment process, please let us know in advance and we would be happy to assist.

Data Protection

The Muiríosa Foundation will process any personal data provided by you in connection with an application for this role, in accordance with the General Data Protection Regulation and the Data Protection Acts 2018.

If your application is successful and you accept an offer of employment at the Muiríosa Foundation, your personal data will continue to be processed in accordance with our Data Protection Policy and Privacy Statement.

This Job Description will be subject to review in the light of changing circumstances to include any other duties and responsibilities as determined by management.