



JOB DESCRIPTION

JOB TITLE: Senior Support Worker

RESPONSIBLE TO: Registered Manager/ Team Manager / Care Coordinator

Salary: £18,720 - £20,800 per annum

ROLE SUMMARY

The holder of this post will be a person who is interested in working adult and their care. The post holder must be versatile and adaptable enough to develop and use a variety of skills and who is willing to work as part of an enthusiastic team committed to the care of adult and elderly people. She/ he will be expected to be committed to the Home's philosophy of care and to maintain high standards of integrity, confidentiality and professional behaviour in her/ his approach to service users/ clients.

The role of Senior Support Worker is very wide and will vary from day-to-day, taking account of the individual post holder's talents and aptitudes as well as the needs of the service users/ clients.

The Senior Support Worker will provide first line management and lead a small team of support staff. They will be responsible for ensuring all current and newly referred individuals receive high quality, person centred supports. They will lead and support practice development within the team and will provide coaching and mentoring to team members. In order to ensure the Senior Support Worker has the opportunity to establish and maintain direct contact and involvement with those we support, an element of their role will be direct support provision.

They will be responsible for preparing and maintaining up to date support plans and co-ordinating the provision of high quality, individualised, support by support staff. Key to the job is adopting a proactive approach to achieving a positive, engaging, promotional and relationship building role with Local Authorities and all other stakeholders.

MAIN RESPONSIBILITIES

A. Personal Care of Clients / Service Users

1. To work under the guidance of the Home Manager/ Senior Care Staff to implement an individualised plan of care for each service users/ clients and to meet the physical, emotional and social needs of service users/ clients in the following areas:
 - i) Personal hygiene, including assistance with bathing, care of skin, mouth, nails, etc.
 - ii) Dressing and Grooming
 - iii) Nutrition, including the preparation and serving of meals and drinks and feeding those service users/ clients who require assistance.
 - iv) Elimination, including assisting service users/ clients to use toilets, commodes or bedpans and removing and cleaning equipment after use.
 - v) Mobility and exercise, including assisting service users/ clients into and out of bed using safe lifting and handling techniques and at all times encouraging maximum independence.
 - vi) Recreational activities, including assisting service users/ clients in appropriate creative therapy and activities and assisting with and participating in outings, visits and other social functions.
2. To work with other staff, visiting specialists, service users/ clients' relatives, friends and volunteers, to meet the total needs of service users/ clients, ensuring always that the care given is personalised, is in accordance with the service users/ clients' wishes, maximises independence and self-care and supports the service users/ clients' rights to privacy, dignity and choice.
3. To work within the policies and procedures of the organisation, in particular those relating to fire prevention, health and safety at work and to the confidentiality of service users/client's personal information.
4. Offer personal care to the service users/ clients in a respectful, dignified and non-judgemental manner using appropriate manual handling techniques and equipment if required and participate in training relevant to this.

B. Housekeeping

1. To undertake housekeeping and domestic duties as follows:
 - i) Cleanliness, maintaining a high standard of cleanliness within the home.
 - ii) Laundry i.e. use of washing and drying machines as required.
 - iii) Maintenance, including assistance with ordering supplies, and reporting defects in equipment and the fabric of the building.
 - iv) To care for individual's property, undertaking any aspect of Home management within the Home as required, e.g., domestic work, participating in meal preparation, laundry.

C. Care/Support Plan and Medication

- i) To assist in the development of all practical skills as used in shopping, visiting the doctor and dentist. This also includes areas of self-care as required plus support to maximise domestic skills or independent living skills.
- ii) Complete all written information according to requirements in a manner, which is professional and accessible to colleagues and other professionals.
- iii) Undertaking supervised key worker duties with clients, family and other key workers as appropriate.
- iv) Participating in the development, monitoring and the updating of Person-centred Plans for key client.
- v) Appreciate, understand and have knowledge of different ethnic needs, and ensure that they are met and encourage clients similarly.
- vi) To respond in an appropriate way to aggressive, self-injuries, or other challenging behaviour exhibited by clients/service users.
- vii) Administer prescribed medications to clients according to Global Social Care Services policies and procedures. There must be two staff present before administering client's medication.

D. General

- i) To participate in training programmes both internal and external.
- ii) To work as a member of the care team to create a homelike supportive, stimulating and comfortable environment.
- iii) To report immediately any incident of ill-treatment, verbal, physical or mental, to the Team Leader/ Registered Manager.
- iv) To report any complaint made by individuals at the Home, or on behalf of them by relatives, friends, to the Home Manager.
- v) To participate in the development and implementation of opportunities for recreation, socialisation, holidays, in line with the concept of normalisation.
- vi) To promote service users/ client's self-advocacy.
- vii) To attend staff meetings, to discuss and review training progress and the management of the Home.
- viii) Support clients in accessing and participating in community-based activities such as Adult Education classes, social events, sports groups etc.
- ix) Participating in sleeping-in duties, evenings, weekends, bank holidays and client's holidays.
- x) Responsibility for the ongoing management of the service in the absence of more senior staff.
- xi) Have awareness of oppressive and sexist attitudes and encourage clients to avoid these.
- xii) To undertake driving duties if required. (UK Licence holders only)
- xiii) To undertake any other tasks required that help with the implementation and development of services.
- xiv) To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- xv) To achieve service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.

xvi) To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.

xvii) At all times carrying out responsibilities and duties in accordance with all relevant legislation, codes of practice and Global Social Care policies and procedures.

xviii) To undertake any other appropriate duties commensurate with the post as directed by the Registered Manager/ Team Leader.

E. Additional Duties

- i) Senior Support Workers will be required to participate in local on call and sleepover arrangements where service needs dictate.
- ii) Undertake other duties as required
- iii) Promote the organisation in a positive manner

This job description will be reviewed periodically in consultation with the registered manager.



Person Specification

Criteria	Essential	Desirable
Education/Qualifications/ Training/ Personal Development	<ul style="list-style-type: none"> ▪ Working towards or has NVQ level 3 in Health and Social Care or other suitable qualification ▪ Commitment to achieve further required training e.g. NVQ 3/4 ▪ Commitment to in house training and reflective practice ▪ Good general education skills and literacy 	<ul style="list-style-type: none"> ▪ Psychology, Nursing or Social Work qualification ▪ Health and safety/food hygiene/first aid certs ▪ Medication training ▪ Experience of staff supervision ▪ Safeguarding and Mental Capacity Act Training
Work/Life Experience	<ul style="list-style-type: none"> ▪ Over 2 years of experience working with people with learning disabilities, autism, mental health problems and behaviour described as challenging ▪ Equivalent experience in a responsible post with relevant transferable skills 	<ul style="list-style-type: none"> ▪ Experience working with vulnerable adults with complex needs and challenging behaviour ▪ Experience of key working
Knowledge/Skills/Ability	<ul style="list-style-type: none"> ▪ Ability to take initiative in dealing with emergencies or complex situations ▪ Ability to work on own initiative in a responsible way ▪ Practical understanding of learning disabilities or mental health issues ▪ Ability to record information appropriately and carry out administration tasks ▪ Ability to motivate and supervise staff ▪ General awareness of health and safety issues ▪ Ability to train in physical restraint ▪ Understand and adhere to policies and procedures of confidentiality and be able to discuss any issues with supervisors. 	<ul style="list-style-type: none"> ▪ Knowledge of principles of behaviour management ▪ Minimum one year's driving experience and full license ▪ Basic computer skills ▪ Experience in helping to create and review Care Plans and Risk Assessments
Personal Qualities	<ul style="list-style-type: none"> ▪ Ability to behave in a way that models positive behaviour at all times ▪ Ability to interact therapeutically with service users and keep professional boundaries ▪ Promote and uphold the privacy, dignity, rights, health and wellbeing of the individuals supported and cared for within the service. ▪ Right attributions, values and attitudes towards people with learning disabilities, autism, mental health needs, and behaviour described as challenging 	
Equal Opportunities	<ul style="list-style-type: none"> ▪ Ability to apply the principles of equal opportunities in support work ▪ Commitment to anti-discriminatory practice and awareness of diversity and culture 	

WORKING CONDITIONS

Physical Demands

The Senior Support Worker will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Senior Support Worker may also have to do some light lifting of supplies and materials from time to time.

Environmental Conditions

The Senior Support Worker may have to manage a number of projects at one time and may be interrupted frequently to meet the needs and requests of clients and staff. The Senior Support Worker may find the environment to be busy, noisy and will need excellent organisational and time and stress management skills to complete the required tasks.

Sensory Demands

Sensory demands include use of the computer, which may cause eyestrain and occasional headaches. The office may be noisy and busy making it difficult for the Senior Support Worker to concentrate.

Mental Demands

The Senior Support Worker will have to manage a number of requests and situations at one time. Stress may be caused by the need to complete tasks within tight deadlines.

CERTIFICATION

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:

Employee Signature:

Date:

I certify that this job description is an accurate description of the responsibilities assigned to this position.

Supervisor's Title:

Supervisor's Signature:

Date:

I approve the delegation of responsibilities outlined herein in the context of the attached organisational structure.

Manager's Name:

Manager's Signature:

Date:

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

It will also include any other duties appropriate to the post as directed by the Registered Manager and Team Leader.