

JOB DESCRIPTION

JOB TITLE:	Senior Support Worker/ Senior Care Worker
RESPONSIBLE TO:	Care Manager / Registered Manager
SALARY RANGE:	£27,040.00 to £29,250.00 per annum 40 hours pw (pro rata) (depending on qualifications and experience).

ROLE SUMMARY

The holder of this post will be a person who is interested and willing to work with children, young people, vulnerable Adult such as adults with learning disabilities, autism, epilepsy, mental health needs, physical disabilities, or other care needs and providing them with day-to-day 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, safeguarding and health and safety and the general wellbeing and development of all our clients and service users. The post holder will be expected to be committed to the company's philosophy of ensuring the safety, development and care and to maintain high standards of integrity, confidentiality and professional behaviour in their approach to working with all clients and services users. 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.

Benefits

- Competitive salary
- Supportive team environment
- Company pension
- Tailored training and Career progression
- Career progression
- 5.6 weeks paid holiday

MAIN RESPONSIBILITIES

Responsible To: The postholder will be responsible to the Care/Team Manager / Registered Manager to organize the day to day running of the service provision through the Policies, training, supervision, and guidance provided by the Company.

Responsibility: To assist the Care/ Team / Registered Manager in marketing the services provided by the Company and liaising with commissioners, prospective service users/ clients, health / social care professionals and other agencies connected with training and development of the service. 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 receives high quality, person-centred supports. They will lead and support practice development within the team and will provide coaching and mentoring to team members. To ensure the Senior Support Worker has

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.

Purpose of the job: It is the responsibility of the Senior Support Worker to support the Care / Registered Manager in achieving the aims and objectives of the Company and achieving the level of quality in the service provided to the service users/clients in accordance with the Company's Quality Assurance Policy.

MAIN DUTIES

Personal Care of Clients / Service Users

1. To work under the guidance of the Care Home Manager 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:

- a) Personal hygiene, including assistance with bathing, care of skin, mouth, nails, dressing and grooming etc.
- b) Nutrition, including the preparation and serving of meals and drinks and feeding those service users/ clients who require assistance.
- c) Elimination, including assisting service users/ clients to use toilets, commodes or bedpans and removing and cleaning equipment after use.
- d) Mobility and exercise, including assisting service users/ clients into and out of bed, while using safe lifting, handling techniques always and encouraging maximum independence.
- e) 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, particularly those relating to fire prevention, Health and Safety at work, safeguarding 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.

Housekeeping

1. To undertake housekeeping and domestic duties as follows:

- a) Cleanliness, maintaining a high standard of cleanliness within the home. Supporting clients with their laundry, i.e., use of washing and drying machines as required.
- b) Maintenance, including assistance with ordering supplies, and reporting defects in equipment and the fabric of the building.
- c) 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.

Care/Support Plan and Medication

- a) 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.
- b) Complete all written records according to requirements in a manner, which is professional and accessible to colleagues and other professionals.
- c) Undertaking supervised key worker duties with clients, family, and other key workers.
- d) Participating in the development, monitoring, and the updating of Person-centred Plans for client.
- e) Appreciate, understand, and have knowledge of different ethnic needs, and ensure that they are met and encourage clients similarly.
- f) To respond in an appropriate way to aggressive, self-injuries, or other challenging behaviour exhibited by clients/service users.
- g) 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.

General

- a) To participate in training programmes both internal and external. To undertake training and constructively take part in team / review meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder. To achieve service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
- b) To work as a member of the care team to create a homelike supportive, stimulating, and comfortable environment.
- c) To report immediately any incident of ill-treatment, verbal, physical or mental abuse to the Team Leader/ Registered Manager including any complaint made by individuals at the Home, or on behalf of them by relatives, friends, to the Home / Registered Manager.
- d) To promote service users/ client's self-advocacy.

- e) To participate in the development and implementation of opportunities for recreation, socialisation, holidays, in line with the concept of normalisation.
- f) Support clients in accessing and participating in community-based activities such as Adult Education classes, social events, sports groups etc.
- g) Participating in sleeping-in duties, evenings, weekends, bank holidays and clients' holidays.
- h) Responsibility for the ongoing management of the service in the absence of more senior staff.
- i) Have awareness of oppressive and sexist attitudes and encourage clients to avoid these.
- j) To undertake driving duties if required. (UK Licence holders only)
- k) To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- l) To undertake any other tasks required that help with the implementation and development of services, carrying out responsibilities and duties in accordance with all relevant legislation, codes of practice and Global Social Care policies and procedures. To undertake any other appropriate duties commensurate with the post as directed by the Care / Registered Manager.

Person Specifications:

- NVQ Level 3 required and willingness to work towards NVQ Level 4/5 - **Essential**
- A minimum of 2/3 years' experience supporting Children, Adult, individual with learning disability, Autism, Mental Health needs, complex care requirement – **Essential**
- Good Understanding of the Care Act, Mental Capacity Act, Safeguarding Legislations, Equality and Diversity Principles – **Essential**
- A good understanding of Risk Assessment, Care Planning, Record Keeping and general Health & Safety - **Essential**
- Able and willing to drive (UK Driver's License) - **Essential**
- Excellent Communication and Interpersonal Skills. Strong Leadership and Team working ability. Ability to supervise, motivate and support staff. Effective problem solving and decision-making skills - **Essential**
- Experience of working with individuals with complex behaviour or challenging needs – **Desirable Criteria**
- Experience with Rota Planning, Audit and Quality Assurance Processes – **Desirable Criteria**
- Knowledge of CQC Standard and Regulatory Requirements - **Desirable Criteria**

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

Employee Name: _____

Employee Signature: _____ **Date:** _____

Manager Name: _____

Manager Signature: _____ **Date:** _____

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 several 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 several 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 Names:**

Supervisor's Signature:

Date:

I approve the delegation of responsibilities outlined herein 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 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 Directors and overall Registered Manager.