

Job Description

Job Title: Senior Support Worker

Reports to: Service Manager

Date: July 2021

Job Purpose:

Ensure people using the service are provided with a high standard of care and support; enhancing and developing individual skills whilst ensuring the aims and objectives of the service are met.

Objectives	Typical Tasks
To provide a high quality of care and support to people who use the service	<p>Through:</p> <p>a) the supervision and support of staff, and</p> <p>b) direct care and support provision:</p> <ul style="list-style-type: none"> - Support individuals with personal care as specified within their Individual Life Plan. - Support people who use the service to maintain regular links with families and friends as appropriate - Support people using the service in the day to day domestic maintenance of their home - Support people who use the service in the purchasing and preparation of appropriate meals - Support people who use the service to plan their personal budgeting - Provide support for individuals' medical and special needs - Support people who use the service to attend appointments with health care professionals - Administer and record medication, as specified within Individual Life Plans, following Service Level Guidelines - Explain licence/service agreements to each person using the service and ensure that they are provided with a service/tenant handbook - Ensure all complaints are recorded, reported and addressed
Provide opportunities for people who use the service to maintain and develop their skills in order to maximise their independent abilities	<ul style="list-style-type: none"> - Assist Service Manager to ensure appropriate consultation with individuals on all aspects of service provided to them. Keep records of issues raised and action taken - Provide individuals with clear, unbiased information about their rights and options in order for them to make informed decisions about their lives - Advocate, where necessary, on behalf of people who use the service

	<ul style="list-style-type: none"> - Ensure Individual Life Plans reflect individuals' current needs, wishes and abilities - In consultation with people who use the service, organise and participate in appropriate social and recreational activities
Utilise, monitor and update communication and recording systems to ensure you and others provide appropriate support	<ul style="list-style-type: none"> - Read and complete daily notes - Coordinate reviews of Individual Life Plans - Read and complete handover sheets as required - Read and maintain communication books / diaries - Utilise verbal and written communication to ensure all relevant information is shared - Read all relevant meeting minutes, memos and notices - Supervise staff to ensure effective use of communication systems - Review the operation of communication systems with staff and update systems / procedures as necessary
Ensure the provision of a safe and healthy environment in which to live and work	<ul style="list-style-type: none"> - Promote awareness of staff responsibilities under the Health and Safety Policy to ensure they work in a safe manner - Coordinate the identification and assessment of risks and implement agreed working procedures to minimise their impact - Ensure that all incidents, accidents or potential hazards are reported and recorded following Health and Safety Policy - Monitor and Ensure the carrying out Health and Safety Checks and maintenance of accurate records - Promote awareness amongst people who use the service of all emergency / on-call systems, and fire prevention and control, as necessary
Supervise and support the operation of the keywork system to ensure individuals receive effectively co-ordinated support	<ul style="list-style-type: none"> - On behalf of the individual: - Supervise and support keyworkers' organisation of review meetings and attend as necessary - Supervise and support the updating of Individual Life Plans by keyworkers - Communicate and liaise with: <ul style="list-style-type: none"> - Service colleagues - Service management - External professionals - Family Members - Relevant external agencies - Supervise and support the compilation of individual updates each month - Supervise and support keyworkers' co-ordination of the planning of appropriate holidays and outings

Assist the Service Manager to ensure appropriate staffing levels are maintained	<ul style="list-style-type: none"> - Review day to day staffing levels and address shortages to ensure on-going adequate cover - Identify weekly / monthly staffing requirements based on service need and contribute to the creation of appropriate staff rotas - Assist in long-term workforce planning, in order to ensure the future quality of service provision - Assist the Service Manager to ensure effective recruitment of staff through the advertising, short-listing and interview stages
Assist the Service Manager to ensure the efficient operation of the service and the effective management of staff performance and relations	<ul style="list-style-type: none"> - In the Service Manager's absence, in conjunction with the other seniors, coordinate the day to day operation of the service. Refer decisions requiring management authorisation to the Head of Strategy and Operations at these times - Carry out individual appraisal and supervision meetings with staff; agreeing objectives and development needs and identifying actions to improve their performance and motivation - Assist the Service Manager to: <ul style="list-style-type: none"> - Induct new staff into the work environment and ensure their familiarisation with the tasks, methods and personal behaviour/attitudes expected of them - Ensure effective staff relations by reporting and working positively to address, issues raised by staff - Promote a participative work environment through consulting with staff at staff meetings and requesting feedback to proposals - Address issues of unsatisfactory staff conduct and performance - Ensure staff records and administration are kept up-to-date, e.g. personal staff files, time sheets, annual leave etc
Monitor and supervise the use of financial resources to ensure appropriate use for individuals and service	<ul style="list-style-type: none"> - Supervise and monitor the support given to people who use the service, in relation to their personal finances - Monitor financial recording systems in relation to individuals' personal finances. Report and investigate any variances - Supervise and monitor the use of petty cash within the service and ensure accurate financial records are kept. Report any variances
Be aware of your responsibilities under the Charity's Health and Safety policy, taking all possible steps to ensure a safe working environment	<ul style="list-style-type: none"> - Maintain a safe working environment - Report all incidents or potential hazards

Implement and adhere to relevant internal and external policies. Supervise and support staff to ensure these policies are followed, and relevant standards met	<ul style="list-style-type: none"> - Maintain and update own working knowledge of relevant policies, procedures and standards in order to ensure best practice in support work - Promote understanding of relevant policies, procedures and standards amongst the staff team - Monitor staff practice to ensure relevant policies and procedures are followed at all times and standards maintained
Continuous self development to ensure knowledge and skills are relevant to the service	<ul style="list-style-type: none"> - Keep up to date with skills and knowledge - Attend mandatory training - Attend other training and development actively where appropriate - Participate in development reviews - Read and seek to understand all relevant communication e.g. staff handbook, written communication. - Attendance at meetings as required.
Actively support the vision, philosophies and values of the Charity	<ul style="list-style-type: none"> - Promote the core values of the Charity i.e. respect, hospitality, justice, compassion and trust - Act in a non-discriminatory manner - Maintain confidentiality at all times - Act as a positive role model to the team - Undertake any other duties that are in keeping with the values of the charity that you have the skill/ability to carry out
Dimensions	
Level of Disclosure: Enhanced	

Person Specification

Essential

- An ability to demonstrate the core values of the Charity
- NVQ 3 in Care(or equivalent)
- Experience of working with vulnerable adults
- Experience of developing personal care plans
- Experience of providing supervision
- Good communication skills
- Ability to motivate self and others
- Ability to work on own initiative, lead a team and work as part of a team
- Knowledge of key worker system
- Able to provide personal care
- Able to work flexible hours, sleep-ins and on-call duties
- Participate where necessary in social activities, outings/holidays with people using the service
- Maintain confidentiality
- Full clean UK Driving Licence

Desirable

- D32/D33 work based assessor award
- Management qualification
- Experience of budget control/petty cash systems
- Working knowledge of CSCI