



Job Description

Job Title: Senior Support Worker

Reports to: Registered Service Manager/Deputy Manager

Based at: Specialist Service

Date: February 2023

Job Purpose: To provide day to day shift lead support for people with autism in a residential setting. The aim of this role is to provide hospitable, compassionate and respectful support; and to ensure that people with autism can positively live and achieve their outcomes in a community close to their families and friends. The Senior Support Worker will practice by promoting the principles of *Right Support, Right Care, Right Culture* (CQC, 2020) and promote a strength based approach at all times so that people thrive. The Senior Support Worker will take a lead role in leading and organising shifts and ensuring the team meet high quality and compliance in their practice.

Objectives	Typical Tasks
Provide a high quality of care and support to people who use the service.	<ul style="list-style-type: none">Support individuals with personal care as specified within their person centred support & risk planning.Support people who use the service to maintain regular links with families and friends as appropriate, by ensuring key workers maintain regular contact.Organise day to day duties to the team during the leading of shifts and ensure that all standards are maintained.Provide support to people who have care and treatment needs and ensure guidance from professionals is followed and recorded transparently and monitor the team to ensure they follow guidance.Support the people who use the service to attend appointments with health care professionals and record this information in their notes.Administer and record medication, as specified and ensure the team are competent in this area.
To ensure service delivery is promoted in a <i>THINK PERSONAL</i> way for people with autism and associated conditions.	<ul style="list-style-type: none">To follow the autism needs assessment in line with the SJOG Autism Practice Model.To consistently implement <i>THINK AUTISM</i> strategies that are conducive to the needs of individual people and ensure this remains current in support planning.Support the team during the shift to review autism practice and be a point of guidance to the team.To ensure that autism and PBS records are comprehensive and transparently capture people's outcomes and needs. To report inconsistencies in needs and/or practice immediately in order to resolve quickly.Support the tracking and monitor of cyclical needs and be part of the discussion to develop proactive intervention strategies.

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/Deputy Manager to ensure appropriate consultation with people on all aspects of service provided to them. Keep records of issues raised and action taken. ▪ Provide people 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 and ensure decisions are made within the correct legislative guidance. ▪ Ensure outcome focused support plans reflect peoples' current needs, wishes and abilities. ▪ In consultation with people who use the service, organise and participate in appropriate social and recreational activities and plan these during shift times.
Utilise communication and recording systems to ensure you and others provide appropriate support.	<ul style="list-style-type: none"> ▪ Lead shifts and organise staff in daily activities and tasks. This will involve checking that work has been undertaken to a high standard. ▪ Read and complete daily notes at the start and end of shifts. ▪ Contribute to reviews of support planning and quality of life outcome measurements. ▪ Read and complete handover sheets as required. This also involves chairing handovers with the next shift leader and team by discussing all matters arising from the shift, e.g. safeguarding, risk, complaints, outcomes etc. ▪ 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. Sign to indicate these have been read and understood. ▪ Follow all elements of support and risk planning and report any concerns immediately to the line manager on duty.
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 minimize 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 keyworker system to ensure individuals receive effectively co-ordinated support.	<ul style="list-style-type: none"> ▪ Supervise and support keyworkers' organisation of review meetings and attend as necessary. ▪ Supervise and support the updating of support planning by keyworkers. ▪ Communicate with relatives and professionals regarding any specific keyworker information. ▪ Supervise and support the compilation of individual keyworker summary reports. ▪ Supervise and support keyworkers' co-ordination of the planning of appropriate holidays and outings.

Assist the Service/Deputy 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/Deputy 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"> ▪ Carry out individual appraisal and supervision meetings with staff; agreeing objectives and development needs and identifying actions to improve their performance and motivation. This must be based on the business planning and strategic process of the charity. ▪ 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. ▪ Ensure safe driving when supporting people in the community. ▪ Participate in the identification and assessment of risks and implement agreed working procedures to minimize their impact. ▪ Report and record all incidents, accidents or potential hazards following Health and Safety Policy. ▪ Carry out Health and Safety Checks and maintain accurate records. Ensure equipment is checked prior to use to ensure it is safe. ▪ Promote awareness amongst people who use the service of all emergency / on-call systems, and fire prevention and control, as necessary. ▪ Maintain good working knowledge of relevant standards in order to implement safely and appropriately.
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. ▪ Be self-reflective in practice.
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 & compassion Act in a non-discriminatory manner. ▪ Maintain confidentiality at all times. ▪ Undertake any other duties that are in keeping with the values of the charity that you have the skill/ability to carry out

Person Specification	
<u>Essential</u> <ul style="list-style-type: none"> - QCF Level 3 in Adult Health & Social Care - Practical experience and knowledge of Positive Behaviour Support - Experience of working with people with autism and associated complex needs for at least 2 years. - 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 	<u>Desirable</u> <ul style="list-style-type: none"> ▪ Autism qualification ▪ Excel skills ▪ Report writing