

## Priory Adult Care – Senior Support Worker – Job Description

<b>Job title</b>	Senior Support Worker	<b>Job family</b>	Priory Adult Care
<b>Reporting to</b>	Service Manager	<b>Job code</b>	
<b>Location</b>	Site specific	<b>Evaluation Date</b>	November 2020

### Job Purpose

To provide and lead the team in the highest standard of person centred support and care to the people who use our service, maintaining dignity and respect, enabling them to lead as independent lives as possible and realise their potential whilst ensuring own actions and behaviour comply with corporate policy and local procedures, statutory regulations and quality standards.

### Key Accountabilities

- Supervises and supports the delivery of person centred support and care, ensuring that the people who use our service have any personal needs or requirements met; including personal care, participation in activities and support with daily living tasks.
- To ensure all resident/service user documentation is updated as per policy and evolving need and maintain high standards of record keeping and ensure the key worker process is embedded in practice.
- To undertake key working responsibility for individual service users, supporting the individual to plan goals and personal outcomes and ensure that these are comprehensively documented and reviewed.
- Ensure all external and internal reporting is completed as per deadline and report any exceptions to the site management team.
- To ensure that residents partake in their activities, that person centred plans in place for each individual in order that they enjoy their lives.
- To receive and deliver handover, allocating roles/tasks within the shift, changing the plan as required and ensuring good communication is maintained throughout the shift.
- To present the service in a positive light and should be proactive in making suggestions for how to improve the service and being supportive of the management/leadership team.
- To be observant for issues of safety, mitigate risk and escalate any concerns to the site management team.
- Senior Support staff to maintain effective professional relationships with the people who use the service, their families, colleagues, outside agencies and other professionals referring any issues to senior staff as appropriate.
- Role modelling the Adult Care Positive Culture Pledge and ensuring it is embedded in practice along with the principles of care.
- Responsible for the day-to-day supervision of a team of support colleagues undertaking similar duties dealing with immediate operational issues and referring these for follow up to a more senior manager.
- Supervises and coaches support workers in delivery and supports people who use our service in achieving their outcomes in the way that they choose.
- Acting as a positive role model, provide effective supervision and guidance to staff contributing to their performance and professional development.

- Inputs into development of local procedures and supervises colleagues to ensure all actions comply with policy and procedure and are in line with regulatory, statutory and compliance requirements and meet quality standards.

### Knowledge / Education / Skills

#### Essential

- Basic numeracy skills
- Basic literacy skills
- Willingness to work towards an Diploma/NVQ 2 in Health and Social Care
- Previous experience of working as a Senior Support Worker and/or leadership experience

#### Desirable

- Diploma/S/NVQ3 in Health and Social Care
- Knowledge and understanding of the needs of our residents

### Experience

Previous experience in a care or supported living role.

### Communication

The nature of the role necessitates frequent interaction with staff, residents and visitors in the home involving the regular exchange of routine information in person and over the telephone. Gathering information will be required occasionally to make judgement decisions. Well-developed observational and listening skills are essential for monitoring the mental, emotional and physical Wellbeing of residents. Good Written Communication and completion of documentation is vital.

Responsibility
<p><b>Staff</b> Occasionally asks to assist less experienced colleagues.</p>
<p><b>Budgets &amp; equipment</b> Collective responsibility for the care and appropriate use of resources in the home.</p>
<p><b>Informatics</b> Responsibility for the accuracy of personal recordings in residents' records and maintaining Confidentiality.</p>
<p><b>Safeguarding</b> All Priory Group colleagues have a responsibility to safeguard the individual's we care for, these may be adults and children or individuals connected to the people Priory Group supports. Colleagues must ensure they are aware of the local child and adult safeguarding policies and procedures in their service, in addition to who to contact within the Local Authority Safeguarding Team for further advice. All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas.</p>
<p><b>Diversity and Inclusion</b> Respects and applies the requirements of diversity and inclusion, promoting and role modelling these across the team</p>

Upholding the Company Values	
This provides some guidance on the types of conduct to support the Company Behaviours	
Values	Evidence
Putting People First	<ul style="list-style-type: none"> <li>• Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families</li> <li>• Actively seeks to develop the potential of every service user and staff member</li> </ul>
Being supportive	<ul style="list-style-type: none"> <li>• Celebrates success and supports colleagues through difficult times</li> <li>• Demonstrates loyalty to colleagues, manager and team</li> </ul>
Acting with Integrity	<ul style="list-style-type: none"> <li>• Is honest and respectful in all interactions with colleagues and customers</li> <li>• Demonstrates emotional control</li> <li>• Ensures accurate recording of any transactions and interactions on all company documentation</li> <li>• Challenges poor performance and behaviours</li> </ul>
Being Positive	<ul style="list-style-type: none"> <li>• Promotes the company in a positive way at all times</li> <li>• Strives for positive outcomes, especially when times are challenging</li> </ul>

Striving for Excellence	<ul style="list-style-type: none"><li>• Always puts service quality first</li><li>• Shares and encourages innovation</li><li>• Keeps on top of new developments in the sector</li></ul>
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