

Job Description

Job title	Senior Support Worker	Job family	Craegmoor
Reporting to	Service Manager	Job code	SS/018
Location	Various across division	Evaluation Date	08/02/2013

Main Purpose

To provide 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. Ensure own actions and behaviour and through the effective supervision of Support Workers, the service complies with corporate policy and local procedures, statutory regulations and quality standards.

Key Accountabilities

Quality

1. 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.
2. Supervises support workers in delivery and supports people who use our service in achieving their outcomes in the way that they choose.
3. Support staff in own team 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.
4. Acting as a positive role model, provide effective supervision and guidance for own team contributing to their performance and professional development.
5. Inputs into development of local procedures and supervises staff in own team to ensure all actions comply with policy and procedure and are in line with regulatory, statutory and compliance requirements and meet quality standards.
6. To undertake keyworking responsibility for individual service users, supporting the individual to plan goals and personal outcomes and ensure that these are comprehensively documented and reviewed.

Innovation

7. The role holder should have a flexible and innovative approach to their work and be able to facilitate and support service users in decision making, promoting choice and involvement at all times.

Value

8. The role holder should present the service in a positive light and should be proactive in making suggestions for how to improve the service.

Knowledge & Skills

NVQ 3 in Health & Social Care or related area or equivalent or higher recognised qualification. N.B. It is not anticipated that all new recruits to the role will have NVQ 3 qualification, although they should have a minimum of NVQ 2 and will commence the attainment process within six months of joining and will have a specific time period in which to qualify to NVQ 3.

Experience

Experience of working within a related environment.

Autonomy & Impact

The role requires supervision and support of a number of staff on a shift as well as supporting the delivery personal support and care plans. The role holder will also make a significant personal contribution to the overall development of the service ensuring day to day issues and incidents are appropriately resolved and reported according to policy and procedures referring more complex and serious matters to senior management as appropriate.

Intelligent Problem Solving

The role involves a combination of well-defined duties with ready access to senior staff, as well as situations where lone working requires flexibility, resourcefulness and immediate problem solving and decision-making. The role holder will also balance conflicting priorities presented on shifts, addressing unpredictable situations and changing requirements of service users and staff.

Responsibility

Staff

Responsible for the day-to-day supervision of a team of support staff undertaking similar duties dealing with immediate operational issues and referring these for follow up to a more senior manager.

Budgets & equipment

Shift responsibility for petty cash and activities and administration of medication in accordance with policy and procedure where applicable and as required. Collective responsibility for the care and security of equipment and consumables on site.

Informatics

Responsibility for the accuracy, security and confidentiality of service user records

Communication & Interaction

Communication and personal interaction is a key feature of this role and may include the provision of support to people who use challenging behaviour as a way to communicate their needs and frustrations or who use alternative communication methods such as pictures and signing systems. This role also requires participation in and promotion of a team approach at all times, with positive and constructive working relationships for the benefit of the service user. To contribute both verbally and in writing to service user reviews and support planning.

Working environment

The problems faced by many service users may present challenging situations, which may increase the physical, sensory and emotional demands of the role for self and those under supervision, providing additional demands on staff supervision at times.

Special Features

The role holder will be required to hold a current UK driving licence and undergo certified training and refresher courses in a range of areas including Adult Protection, Physical Intervention, Behavioural Management, first aid, fire prevention and Health & Safety at Work and other specialist training related to the location as well as relevant CPD.

Upholding Company Values

Competency	Req'd Level	Descriptors
Quality - Of care, treatment, of facilities and of staff	2	<ul style="list-style-type: none"> ✓ Checks quality of own work ✓ Follows procedures ✓ Corrects errors and mistakes ✓ Complies with relevant regulatory and statutory requirements
		<ul style="list-style-type: none"> ✓ Double checks accuracy of own and work of others ✓ Carefully monitors and checks the accuracy and quality of others' work ✓ Values the input and expertise of colleagues ✓ Keeps clear, detailed records and files
Innovation - Being forward thinking and thought leaders	2	<ul style="list-style-type: none"> ✓ Adapts new services already introduced in other areas within the group ✓ Amends these services to suit the needs of the local service
		<ul style="list-style-type: none"> ✓ Proposes new services to regional management, taking into account the local needs of the area ✓ Assists and supports regional management with developing and implementing these new services
Value - Due to transparency and flexibility	2	<ul style="list-style-type: none"> ✓ Prices services in line with local needs ✓ Reacts to local feedback regarding pricing of services
		<ul style="list-style-type: none"> ✓ Regularly reviews services and price points adjusting where appropriate ✓ Adjusts prices in line with demand for services