

Job title	Senior Support Worker	Job family	Education
Reporting to	Head of Care/Education	Job code	EDC/002
Location	Various across division	Evaluation Date	January 2013

Main Purpose

Supports the effective delivery of education, care and independence programmes for Learners and Young People through the effective supervision of Support Workers, ensuring that facilities comply with statutory regulations and quality standards.

Key Accountabilities

Quality

1. Supervises the effective implementation of individual programmes by supporting the teaching and learning, social and independence activities and experiences, which enhance the learning and development of Learners and Young People.
2. Manages the well-being and behaviour of Learners and Young People, including sensitive pastoral situations, dealing with immediate issues on own shift and within own team ensuring outcomes are appropriately followed up and reported, referring significant occurrences to senior staff through agreed channels as appropriate.
3. Support staff in own team to maintain effective professional relationships with students/pupils, parents, 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.

Innovation

6. Adapt newly proven techniques within the registered home.

Value

7. Ensures service users are receiving care that is value for their money.

Knowledge & Skills

NVQ3 in relevant care/children & young people related area or equivalent internal and externally recognised qualification and working towards appropriate NVQ4.

Experience

Likely previous experience gained 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 of education and care plans. The role holder will also make a significant personal contribution to the overall development of Learners and Young People 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 Learners/Young people 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 relating to learners and young people matters 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 student/pupil records.

Communication & Interaction

Communication and personal interaction is a key feature of this role, which provides personal support and guidance to Learners and Young People and Staff. This may include more extensive pastoral support. Coaching, observational and listening skills, are an essential for monitoring, supporting and assessing academic, social and emotional development.

Working environment

The educational and social challenges experienced by some Learners and Young People can be physically and emotionally demanding 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 Child 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