

Job Description

Job title	Senior Support Worker	Job family	Priory Adult Care
Reporting to	Service Manager/Deputy Manager	Job code	
Location	Site Specific	Evaluation Date	November 2019

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.

Responsibilities

- 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.
- Supervises and coaches support workers in delivery and supports people who use our service in achieving their outcomes in the way that they choose.
- 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.
- 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 staff to ensure all actions comply with policy and procedure and are in line with regulatory, statutory and compliance requirements and meet quality standards.
- 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.
- To ensure that residents/service users partake in their activities, that there 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 be observant for issues of safety, mitigate risk and escalate any concerns to the site management team.
- Ensure all external and internal reporting is completed as per deadline and report any exceptions to the site management team.
- The 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.

Knowledge / Education / 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

Previous experience in a care or supported living role.

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

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.

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> • Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families • Actively seeks to develop the potential of every service user and staff member
Being a Family	<ul style="list-style-type: none"> • Celebrates success and supports colleagues through difficult times • Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	<ul style="list-style-type: none"> • Is honest and respectful in all interactions with colleagues and customers • Demonstrates emotional control • Ensures accurate recording of any transactions and interactions on all company documentation • Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> • Promotes the company in a positive way at all times • Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> • Always puts service quality first • Shares and encourages innovation • Keeps on top of new developments in the sector