

## JOB DESCRIPTION

<b>Job Title</b>	<b>Senior Support Worker</b>
<b>Service/Dept.</b>	
<b>Responsible to</b>	Service Manager
<b>Main purpose</b>	To provide care and support personalised to each Service User in line with their Care Plan.
<b>Scope of the job</b>	To contribute to the creation of a supportive environment in which staff and Service Users can develop, learn and grow. Undertake care and managerial tasks as required, including deputising for the Service Manager in their absence. Works within the team to provide individual high quality person-centred care to Service Users, supporting each to reach their optimum potential (hopes and dreams).
<b>Principle Tasks</b>	
<b>Service</b>	Competencies <ul style="list-style-type: none"> <li>- Planning &amp; managing resource</li> <li>- Customer orientation</li> </ul>
<ul style="list-style-type: none"> <li>• Deputises in support of the Service Manager, managing and monitoring performance in areas delegated e.g. team management, operational targets, quality standards and sector regulatory requirements. Reporting back to the manager.</li> <li>• Acts as the Designated Responsible Person on shift as required.</li> <li>• Manages the team and the staff rota as delegated by the Service Manager.</li> <li>• Manages team workload, as authorised by the Service Manager, by delegating appropriate tasks to staff, directing and supporting them to organise and co-ordinate their specific tasks deadlines and quality standards.</li> <li>• Contributes to recruitment, induction, support and training of staff as required.</li> <li>• Completes and submits work and updates accurately and to deadlines, using Regard's reporting systems as delegated by the Service Manager.</li> <li>• Ensures Service Users are safeguarded by working within internal policies, medication management systems, staff handbook, all relevant external regulatory requirements (CQC, CSSIW, OFSTED etc.)</li> <li>• Compiles Care Plans and risk assessments using relevant information and Regard templates to provide staff with information/guidance to support individual, personalised care in line with Service User needs and goals. Updates information to ensure changing needs are recognised and met.</li> <li>• Promotes goal-oriented activities and care, actively working with the staff team to support achievement of Service User aspirations and deliver meaningful outcomes.</li> <li>• Responsible for the capture, monitoring and collation of outcome information and data, using Regard documentation and processes e.g. activity planners, daily records, key worker review/month review templates, to support the key worker/monthly review process, discussions with commissioners and with families/carers.</li> <li>• Offers and presents options to support and empower Service User choice reflecting the importance of appropriate positive risk taking in line with their Care Plan and goals.</li> <li>• Works in partnership with colleagues, appropriate family, friends, others significant to the individual and care professionals to support each individual Service User.</li> <li>• Deals with issues, comments and complaints in line with policy and process.</li> <li>• Contributes to the Service Development Plan, including estimated needs and resource to deliver growth.</li> <li>• Supports the reputational and marketing aspects of the Service by maintaining high quality</li> </ul>	

standards of service provided, staff levels and Service facility. <ul style="list-style-type: none"> <li>• Demonstrates confidentiality and discretion at all times.</li> <li>• Responsible for health and safety (H&amp;S) of site users at all times and for the requirements relating to the site as delegated by the Service Manager.</li> </ul>	
<b>Self</b>	Competencies <ul style="list-style-type: none"> <li>- Being an effective role model</li> <li>- Maintaining composure and quality of work life</li> </ul>
<ul style="list-style-type: none"> <li>• Works in a way that reflects Regard's Vision, Mission and Values, promotes best practice.</li> <li>• Uses initiative, does what is needed without being asked, takes accountability for self and Service.</li> <li>• Understands confidentiality and able to apply this appropriately to daily working practice.</li> <li>• Builds strong working relationships with internal departments and external professionals encouraging staff to do the same.</li> <li>• Attends local, regional and external meetings as requested.</li> <li>• Promotes a positive working environment, motivates staff through team work &amp; development.</li> <li>• Role models effective use of time and adherence to working hour guidance to reduce pressure and support work/life balance.</li> <li>• Supports staff fairly and consistently providing opportunities to resolve and learn from issues on a one-to-one and/or team basis.</li> <li>• Takes personal development seriously, identifies development needs, works with line management to support this.</li> </ul>	
<b>People</b>	Competencies <ul style="list-style-type: none"> <li>- Influencing people and events</li> <li>- Managing individual performance and development</li> <li>- Creates team spirit</li> </ul>
<ul style="list-style-type: none"> <li>• Ensures a two-way flow of information between line management, staff and other areas of the organisation as relevant to ensure all parties are up-to-date.</li> <li>• Ensures line management is notified of all concerns on a regular basis immediately reporting important matters in line with organisation guidelines.</li> <li>• Ensuring a complete rota for all designated shifts in order to support the Service and allow staff appropriate breaks and authorised leave.</li> <li>• Presents the Service and organisation in a positive and professional manner at all times.</li> <li>• Provides supervision and undertakes the individual review process, as delegated, ensuring staff are conversant with their duties, rights and responsibilities.</li> <li>• Manages conflict between individuals and the team, facilitating discussions, promoting positive working and dealing with unacceptable behaviour.</li> <li>• Deals with informal disciplinary matters and formal disciplinary procedures, as delegated, working in collaboration with the Service Manager, Human Resource team and following policy.</li> <li>• Contributes to the creation of an open and transparent culture in the team.</li> </ul>	
<b>Change</b>	Competency <ul style="list-style-type: none"> <li>- Manages change positively and effectively</li> </ul>
<ul style="list-style-type: none"> <li>• Ensures changing Service User needs are identified, documented and practice is adapted.</li> <li>• Supports and manages change proactively within the Service, raising concerns appropriately.</li> </ul>	
<b>Role specific</b>	

*For example, add Children/Young People or ABI or individual Service specific information here...*

## General

This job description is representative of the duties and expectations of the role. It should be read in conjunction with Regard's Performance Management Framework competencies. In addition to the above all duties must be carried out to comply with:

- a. Notification of accidents and other H&S requirements
- b. Statutory legislation
- c. National and local policy and codes of good practice.
- d. Fire precautions
- e. Equal opportunities.

The post holder is also expected to undertake any other reasonable tasks as requested by line management on behalf of the organisation.

Participates in the on-call systems and provides support/cover to the Service, and other Services, as requested.

Is responsible for their own health and safety and that of anybody whom their actions or omissions may affect.

This job description will be reviewed and updated via the annual individual review process to reflect any changes.

**Signed:**

**Date:**

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(signature of person compiled by)

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(signature of job holder)

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## PERSON SPECIFICATION

Job Title	Senior Support Worker	Service/Dept.	
Qualities	Essential	Desirable	
Qualifications	NVQ/QCF3 in Social Care or equivalent	NVQ/QCF4 in Social Care or equivalent	
Attainment (list as required)	Good basic numeracy & literacy Proficient in IT; word, outlook, internet	Proficient in IT: Excel	
Competency area	Essential	Desirable	
Service	1 years' experience in a similar role  Ability to organise and participate in a wide range of Service User activities in the Service and community  Experience of working with people with different needs and levels of complexity  Experience of governance systems and structures e.g. audit, Medications Management, outcome-based frameworks	2+ years in similar role  Experience of working with Care Managers, Social Workers and other care professionals  Experience working with non-verbal communication methods  Full driving licence to transport Service Users in the community	
Self	Professional manner and presentation  Good spoken and written English/Welsh, ability to record information accurately  Reliable and punctual  Flexibility to work irregular hours e.g. early morning, evening, weekends, sleep-ins and on-call arrangements  Ability to use own initiative and to multi-task  Ability to work well in a team  Ability to recognise and manage own stress levels	Proven ability in effective communications at all levels  Proven ability to problem solving	
People	Ability to communicate tasks effectively  Experience of working within policies and regulatory requirements  Ability to managing conflict	Experience of managing a team  Experience dealing with poor performance and behaviour	
Change	Experience of managing change		
Other			
Willingness to travel			

### CHILDREN'S SERVICES:

Children's residential care workers appointed after 1<sup>st</sup> April 2014 must achieve or hold the Level 3 qualification within two years of the date they started employment. A care worker already in post before 1<sup>st</sup> April must achieve the qualification, at the latest, by 1<sup>st</sup> April 2016.