Job Description

Job Title	**Senior Support Worker**
Reporting To	**Registered Manager**
Accountable To	**Regional Manager**

Main Purpose

When acting as Senior Support Worker you continue to be responsible for all duties set out in the Support Worker and Shift Leader job descriptions. However, the role of Senior Support Worker carries considerable additional responsibility and must be undertaken in the clear knowledge of this additional responsibility and accountability.

Key Responsibilities (Duties not exhaustive)

1. To support the Registered Manager/Deputy Manager (if applicable) as the person in charge for the day to day running of the home.

2. To lead and support a team of staff.

3. To promote a caring environment for people we support through high standards of professional practice which are conducive to the physical, emotional, social, intellectual and spiritual needs of these individuals.

4. To ensure that each person whom we support receives care appropriate to their individual needs.

5. To assist the Registered Manager to comply with all mandatory and regulatory requirements, company policies and procedures including Mental Capacity Act (MCA's) Deprivation of Liberty Safeguards (DoLS), Fundamental Standards, Care Quality Commission (CQC) and Safeguarding. This list is not exhaustive.

6. To act as the designated responsible person on shift as required.

7. To support the Registered Manager in responding to prospective new individuals and their relatives and/or representatives.

8. To be responsible for the practical application of the company's Equal Opportunities Policy in all aspects of your work.

9. To be active in ensuring anti-discrimination practice in all aspects of your work.

10. To ensure excellent standards of professional practice according to the company's philosophy and guidelines.

11. To report any complaints to the Registered Manager and support in taking appropriate action.

12. To liaise with and co-operate with the CQC's inspectors and inspections.

13. To make or contribute to the assessment of need of each person whom we support, in conjunction with them, the relevant professional agencies and, where appropriate, their family, and develop a care plan which provides a satisfactory quality of life for that person.

14. To promote relationships which enable each person whom we support to participate in social activities within the home and in the life of the local community to the maximum of their ability.

15. To ensure the provision of health care arrangements which may include the ordering, recording and, where appropriate, the administration of prescribed medication.

16. To support the Registered Manager for the efficient running of the domestic duties of the home, which will include:
    - Planning menus with the people we support;
    - Ensuring dietary needs of the people we support are met;
    - Ensuring good standards of food presentation are maintained;
    - Ensuring supplies are ordered;
    - Ensuring good standards of hygiene and cleanliness are maintained.

- Ensuring identified maintenance needs are reported and completed in a timely manner and areas made safe as soon as issues are identified.
- Ensuring audits of the home are completed and documented and any issues identified are actioned.

21. To support the Registered Manager in the recruitment, appointment and deployment of staff, where requested to do so.

22. To ensure that there is good communication with and between staff and to support the Registered Manager to arrange staff meetings and keep records of the same.

23. To complete and support the Registered Manager with HR matters as and when required.

24. To support the Registered Manager in managing conflict when required.

25. To support the Registered Manager in ensuring that effective induction, supervision and assessment of staff is carried out and that learning needs are identified and met.

26. To support the Registered Manager to arrange staff rotas, in conjunction with appropriate administration staff, where requested to do so.

27. To advise the Registered Manager of any malfunction of the heating, lighting or emergency systems and ensure the security of the premises.

28. To ensure that the fire regulations are complied with and advise the Registered Manager if there are areas of risk.

29. To ensure that legislation and regulations concerning environmental health, infection control, building control, planning and health and safety are complied with, and to advise the Registered Manager accordingly where action is required.

30. To ensure that the people we support, wherever possible, are supported in retaining responsibility for their own money and financial arrangements.

31. To ensure that, where a person whom we support is assessed as not being able to manage their own financial affairs, then a best interest process should be followed in line with company policy and the principles the of Mental Capacity Act 2005.

Additional Duties

It is the nature of the work that task responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises in order that tasks which are not specifically covered in their job description are covered.