

## Job Description

<b>Job Title</b>	<b>LEAD SUPPORT WORKER</b>
<b>Reporting To</b>	<b>Home Manager</b>
<b>Job Code</b>	<b>RES005</b>
<b>Job Description Date</b>	<b>November 2013</b>

### MAIN PURPOSE

To lead and support staff on shift so that service users lead a valued and fulfilling life. To maximise the potential capacity of all service users, physically, intellectually, emotionally and socially, whilst working in accordance with CMG's philosophy of care and values, it's Policies and Procedures and all relevant legislation.

### KEY RESPONSIBILITIES

1. Enhancing and enriching quality of life for all service users and tenants by enabling them to keep moving towards agreed goals and life skills. This will involve supporting service users / tenants to plan and engage in activities in line with their individualised programme which could include holidays, social events, religious activities, sporting activities, education.
2. Maintain the general health, wellbeing and emotional needs of each service user / tenant. This includes but is not limited to, ensuring a high standard of personal care which could include intimate care, attending health appointments, administering medication in line with CMGs policies and responding appropriately to any medical or health concerns.
3. Ensure the safety of the service users / tenants at all times, complying with all H&S requirements and all other relevant legislation and best practice. Ensure all concerns around safety and safeguarding are reported immediately and all safeguarding policies are adhered to.
4. Support the personalised development of each service user / tenant, recognising talent, sensitivities and beliefs, respecting dignity and individuality and providing the individual with choice and control.
5. To be personally accountable for the standard of your practice.
6. Supporting service users / tenant to keep in contact with family and friends, and to participate in social and community activities including annual holiday and professional networks.
7. Maintain accurate and detailed records in line with legislation and CMG policies and procedures. This includes, but is not limited to, preparing and implementing care plans and risk assessments and writing daily diaries, health appointments and accident/incidents.
8. Involve service users / tenants in maintaining the cleanliness of the home to a high standard
9. Act as a Key worker to individual service users / tenants ensuring the consistent implementation of all the above points
10. Work as part of a staff team in a constructive and supportive manner, attending and participating in regular staff meetings and contributing to a culture of open communication and constructive feedback with colleagues.
11. Participate in regular supervision and annual appraisals and take personal responsibility for your own learning.

12. Attend all relevant training/development and take responsibility for putting your learning into practice on a daily basis.
13. Maintain a working knowledge of, and comply with CQC/CSSIW/Ofsted, CMG policies, procedures and guidelines
14. To work in accordance with CMGs values of Opportunity to Achieve, Dignity and Respect, Shared Responsibility and Sustainability.
15. To communicate with families, representatives and outside agencies in a professional and courteous manner and support others to do that consistently.
16. To maintain the confidentiality of information
17. To be responsible for the delivery of a flexible and person centred rota to meet the individual needs of the people we support.
18. To participate in the 'on call' rota
19. To supervise delegated members of staff in accordance with the supervision policy
20. Provide coaching for staff when on shift, be involved in the induction of new staff and be a role model for excellent practice.

This job description is not an exhaustive list, but a guideline to indicate the main tasks and responsibilities. It is therefore subject to periodical review to meet the service needs.