

Job Description



Post: Senior Support Worker Accountable to: Registered Team Manager

“Our Mission is to provide high quality support to people with learning disabilities and mental health needs who have the most complex needs and require the patience, expertise in listening and understanding of a staff team who see the person at the centre of all they do”.

Job Role:

To assist the home manager to provide high quality person centred support that enables the person to develop to the best of their ability, to enable access to the community and to listen and understand the person's needs.

To take a lead, supervising staff and being a positive role model during the span of their duty.

Duties:

People Supported:

1. To be a positive role model, to ensure that the needs of people using the service are being met in line with person centred principles.
2. Develop and sustain warm and trusting relationships with service users.
3. To support the person to reach and maintain independence in their lives. To provide personal care if needed, this includes supporting the person bathing, washing, shaving, drinking, eating and attending to toilet needs.
4. To provide emotional support, help the person to problem solve and find solutions.

5. To support the person to prepare meals, ensuring the promotion of a healthy balanced diet. Prepare meals when required following food hygiene guidance and promoting a healthy balanced diet.
6. To help the person during difficult times, when they may become upset, verbally abuse or attempt to hurt those around them.
7. To listen and get to know the person, supporting them to do the things they like to do.
8. To provide opportunities for development of new skills and promote new experiences.
9. To support the person to access the community and participate as the person wishes.
10. To ensure the people who use the service access health services when required, assisting with assessment and updating health action plans.
11. To promote and support the person to maintain relationships with family and friends, opening opportunities to develop relationships.
12. To follow support plans and play an active role to help the person understand their plan and involve the person to evaluate the plan.
13. To take a lead in the identified assessment and formulation to support plans as part of the positive behaviour support.
14. To work as part of the staff team and with the person, seeking to reduce restrictions in the person's life where required / appropriate.
15. To maintain good record keeping as necessary to support people effectively.
16. To ensure confidentiality is maintained at all times. Promote the principles of confidentiality and challenge if these are not met.
17. To contribute to a person's reviews, writing progress reports and attending meetings.
18. To safely administer medication within PIPS policies and procedures.
19. To promote safety when supporting the person. To recognise if the person's physical or mental health deteriorates and take appropriate action in line with first aid or mental health first aid.
20. To escalate and act on any concern in relation to the person without delay. This may include immediate danger or other concern.

21. To act without delay any concern of abuse to line management or using the whistleblowing procedure.

Staff Team

1. To lead and organise the team in the day to day running of the service to ensure that people's needs are met in relation to their support plan.
2. Work as a role model for those around you.
3. To ensure good open communication with colleagues to promote good team work at all times, despite differences of opinion and personalities.
4. To challenge colleagues around practice that falls short of what is expected in a high quality organisation.
5. To be open to challenge from colleagues and practice good self-awareness.
6. To attend training, development and team meetings, which may be additional to contracted hours.
7. To promote and work within the organisation's values, to challenge when these are not met in relation to all levels of staff.

Finances and Administration

1. Keep full records of all income and expenditure.
2. Fully comply with the financial and administrative procedures of the organisation.
3. To check finance records in line with PIPS policies and procedures.
4. Use the computer and relevant software for email and other office applications.

Management and Organisation

1. To contribute to the quality of the service so that it conforms with the overall quality standards and expectations of PIPS, Commissioners, Care Quality Commission and stakeholders.
2. To work within all of the organisations policies and procedures.
3. To be open to and participate in continuous improvement within the service.
4. To take responsibility of the running of an aspect of the home, reporting back in staff meetings.
5. To be a champion for person centred thinking, active support and positive behavioural support within the service.
6. Promote positive relationships with those closest to people supported, and all others helping to support them.
7. To develop professional relationships and promote partnership working with people from other agencies.

Self-Development

1. Maintain a constant desire to learn and develop.
2. Attend and participate in all training and development as identified to develop one's own skills and abilities.
3. Participate in the development of in house training packages.

Person Specification

	Person Specification	Essential	Desirable	Evidenced by Application Interview Certificate Presentation
A	Qualifications			
	▪ Numeracy & Literacy Level 2	x		C
	▪ Certificate in Care or willingness to achieve	x		C
	▪ NVQ Level 2 / 3 Health & Social Care (or equivalent)	x		C
B	Experience			
	▪ Previous experience working with people with learning disabilities and / or mental health	x		A I
	▪ 1 years experience working in the support worker role evidence of exceeding standards within their role.	x		A I P
C	Knowledge, Skills & Understanding			
	▪ Ability to listen and understand	x		A I
	▪ Ability to work as part of a team	x		A I
	▪ Ability to communicate with those who have difficulty communicating.	x		A I
	▪ Understand about people having individual needs	x		A I
	▪ Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of service users	x		A I
D	Personal Attributes			
	▪ To have natural leadership attributes, to want to achieve high standards	x		A I P

	▪ Ability to work under own initiative and be organised	x		A I
	▪ Demonstrate innovation and creativity	x		A I P
	▪ Have a good Self Awareness and are able to accept feedback from service users, colleagues and managers	x		A I
	▪ Enjoy a range of hobbies and interests	x		A I
	▪ To have a positive outlook on life	x		A I
	▪ To be non-judgemental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours	x		A I
	▪ Ability to work in a calm, patient and tolerant manner at a pace appropriate to the individual	x		A I
	▪ Able to work shifts covering 24 hours 7 days a week 365 days of the year	x		A I
	▪ Able to go on holiday with service users		x	A I
E	Physical Ability			
	▪ Able to push a wheelchair outside, use of hoist	x		I
	▪ Walking long distances (min 2 mile)	x		I
	▪ Able to swim		x	I
	▪ Able to complete the physical intervention training	x		I
	▪ Ability to manage own transport needs	x		
F	Other			
	▪ Full COVID19 vaccine is an essential requirement for this post	x		

It is essential that successful candidates have either already received a vaccination against Covid-19 or are willing to be vaccinated on taking up the post.