

JOB SUMMARY

Post Title	Senior Support Worker						
Job Family	Service Delivery	Pay Range	05	Line Manager to others?	Yes	Role profile ref	SD05
Service Area	Adult Social Care and Housing Needs						
Line Manager	Registered Manager						
Location	<i>Saxonbury</i>						

Job Purpose

Senior Support Workers work in partnership with individuals, stakeholders and a range of health and social care professionals to provide a quality provision of care and support. They support the manager, communicate effectively, prioritise tasks and delegate appropriately.

Job Context

- To demonstrate exceptional ways of working through leadership, communication, professionalism and values. To ensure that the service complies with all relevant legislation such as Safeguarding, the Human Rights Act, CQC Regulations.
- To support Management in identified areas e.g. Supervision, Staff Training and Health and Safety.
- Responsible for the collation and preparation of Person-Centred Files in line with relevant legislation and guidance including risk assessments etc., Additionally responsible for preparing, monitoring, reviewing and auditing files.
- To undertake Medication/ Key Holder Duties. Full training will be provided and competencies assessed prior to undertaking these duties.
- To liaise, communicate and act upon required actions in conjunction with identified professionals e.g. Health Professionals, Advocates and Emergency Medical Practitioners.
- To provide cover for Support Worker shifts as and when required.
- Copy and training from previous
- Undertake any other duties that can be reasonably expected of your role that are required to meet the needs of the service.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Reliable, responsible.	Proven ability to arrive to work on time and be flexible to meet working pattern for the operational needs of the service	E	
	Will be able to work shifts throughout 24 hours and over 7 days including on-call duties	E	
Self-motivated with the ability to work to clearly defined targets / deadlines.	Ability to work in a team. Flexible in approach and non-judgemental. Ability to work on own initiative and organise workloads. Able to remain calm in a crisis, also able to re-appraise priorities	E	
Awareness and understanding of the customer's needs.	Must be able to assess service user needs and support these needs		D

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	Commitment to equal opportunities and non-discriminatory practice Knowledge of relevant legislation, e.g. Care Act 2014, CQC Fundamental Standards Be willing to undertake healthcare needs training	E	D
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	Minimum 2 years working within a Social Care Setting Experience of care management, staff management, budgets etc.,	E	D
Safe and competent use of relevant equipment / tools.	Use of moving and handling equipment		D
Knowledge of relevant health and safety procedures.	Willingness to undertake relevant training	E	
Ability to communicate clearly with sensitivity and empathy to build trust both one to one and with groups.	Able to communicate effectively and willing to learn/extend current knowledge	E	
Ability to follow routines, carry out set plans, record and monitor information accurately.		E	
Basic literacy and numeracy.		E	
Practical knowledge of ICT systems.			D
Able to maintain accurate records as and when required.	Must be able to communicate effectively and complete recording tasks	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.	At least QCF2, working towards QCF3 First Aid Qualification		D D
GCSE level qualifications or equivalent experience		E	
European Computer Driving Licence or equivalent			D
Other Requirements			
Enhanced DBS check			
Organisation Structure			
Director of Adult Social Care & Housing / Assistant Director Service Manager / Nominated Individual			

JOB SUMMARY

- **Internal Services Team Manager**
- **Registered Manager**

Out of Hours Standby and Call Out

You will be required to take part in the Out of Hours Stand-by Duty Rota as and when requested by management. Standby and call out duties are paid in accordance with the IWC Terms and Conditions 2012 document.