

Job Description

Job Title	Senior Support Worker
Location	
Reports To	Deputy Manager/Home Manager
Contracted Status	Permanent, Full Time Employee
Work Pattern	XX Hours per week

Purpose of the Post:

- To lead and be responsible for support workers and assist the management team, in being responsible for the efficient and effective operation of a group home for individuals with Learning Disabilities.
- To assist the management team to provide a high standard of quality care. Promote a caring environment through high standards of professional practice conducive with the physical, emotional, social and spiritual needs of the service users.
- To ensure that each service user receives care appropriate to his/her individual needs. To implement the requirements of the Health & Social Care Act and abide by the GSCC Code of Conduct.
- To assist in the creation of an environment where the use of “PCP” Person Centred Planning is in practice, individuals are supported in recognising their life potential.
- To provide opportunities for engagement in occupational, vocational and recreational activities and to encourage both individuality and informed choice regarding all such activities.
- To enable individuals to develop strategies to support their individual needs.

General Roles & Responsibilities:

- To lead colleagues in maintaining an environment for the service users which is consistent with the highest standards of care.
- To contribute to a happy home where service users can live as independently as their disability allows, ensuring that individuality and dignity are retained.
- To offer practical support and encouragement in the meeting of physical needs, ensuring the highest standards of care are constantly met.
- To appreciate the emotional and psychological needs of all service users, assisting in the development of appropriate coping strategies regarding any day-to-day problems and long-term plans.
- To support each service users’ daily structure of organised therapeutic, social, occupational, and recreational activities encouraging wider opportunities for both physical and mental self fulfilment.

- To accurately always implement all programmes and guidelines for each service user. To collect data and maintain records regarding this data in service user records, to a high standard and to put forward suggestions, as to how improvements can be made.
- To help staff establish with service users a relationship of mutual respect, warmth, understanding and tolerance.
- To work as a leader and mentor of a professional team ensuring the effectiveness of the services provided and to help in the development of team skills.
- To respect the confidential nature of all information concerning each service user. To bring matters of concern regarding staff or service users to the attention of the manager and to keep such matters strictly confidential.
- To be fully aware of the philosophy of Dolphin Homes and to demonstrate such understanding in practice.
- To follow the direction of the manager. The manager may have to make decisions that will have to be carried out without an opportunity for discussion. Queries and proposals will be able to be put forward at regular meetings.
- To attend all meetings as required.
- To attend and ensure the staff team attend all training activities that they are nominated for. These sessions will be arranged around your working hours and if necessary, cover provided for you to attend. Other training events may be away from the home. You will be reimbursed for reasonable expenses for these sessions. All copies of training material must be retained to keep up to date with developing care practices, procedures and legislation.
- To ensure that all visitors are met and greeted in a courteous manner and efficiently directed to the manager or the service user that they have come to visit.
- To be aware of and ensure the staff team are aware of food hygiene, first aid and fire precautions in the home and how to respond in the event of a fire or other emergency and any other procedures that will be required.
- To assist with the preparation, serving and cleaning away of meals as required and to encourage service users with their capabilities in this area.
- To report to the manager
 - Any changes in the service users physical or mental state
 - Any accident or unusual incident.
 - Any serious problem that may arise.
 - Any matter of concern expressed by a service user whether physical, emotional or spiritual.
- To undertake household tasks as required and any other reasonable task requested by management appertaining to the service users.
- To be flexible with regards to supporting the home on occasion by covering extra hours.
- To assist in the administration of medication.

Safeguarding Responsibilities

- To support the managers to ensure a culture within the service where people’s rights are respected and that they are protected from all forms of harm, abuse, and neglect, through strong and positive leadership.
- To support the manager to fully implement the organisations safeguarding and whistleblowing policies, ensuring the staff team know them, know where to find them and that they follow them.
- To report all safeguarding issues to your manager as soon as you become aware and in their absence to your Area Manager.
- To support the manager to ensure that where any harm is experienced by a person, they are made safe immediately and it is reported to the manager or Area Manager without delay.
- To support the manager to promote an open culture where staff and people supported feel safe and comfortable to report concerns without the fear of any reprisals.

Essential Skills/Behaviours

- To hold or be working towards QCF Diploma/NVQ Level 3 in Health and Social Care
- Ability to build rapport quickly with service users and colleagues.
- Ability to function as part of the bigger business picture.
- Collaborative approach within the business i.e., working with appropriate colleagues/peers.
- All staff must undertake the administration of medication training at the level required by the CQC.
- It is expected that staff will become fully conversant and maintain their proficiency in the use of PROACT SCiPr UK

CPD Requirements:

- To maintain training appropriate to role
- To undertake any other duties as may be necessary.
- Any other responsibilities within the reasonable capability and expectations of the role, as discussed between Dolphin Homes and the incumbent.

This job description is subject to review and periodical adjustment.

Please complete the following to confirm that you have read and understood the content of this job description & keep a copy for your own records.

Employee Name		Signature		Date	
Manager's Name	Home Manager	Signature		Date	