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	Plean Dene						

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**
	Commitment to equal opportunities and non-discriminatory practice	**E**	

	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** • **Internal Services Team Manager** • **Registered Manager**			