**SENIOR SUPPORT WORKER JOB DESCRIPTION AND PERSON SPECIFICATION**

**JOB TITLE:** Senior Supporting role

**REPORTS TO:** Management Team and allocating reporting persons (Refer to company organigram – organisational chart)

**HOURS OF WORK:** 35 Hours per week and such additional hours on occasion as necessary for proper performance duties of the post. Allocated as Seven to Fourteen (7-14) hours towards Senior -Staff specifications and Twenty-Eight to Twenty-One (28-21) hours as Senior - Service User Specifications of support and responsibilities.

**SALARY:** Depending on experience per annum

**SUMMARY OF THE ROLE**

The role supports Service Users with learning disabilities, mental health and autism who live within the community, a service that meets a Targeted and Goal focused **Personal Individual Needs Approach.**

You will be Undertaking an active role in enabling and supporting Service Users, to maximize independence in the community in a manner that promotes: Respect, Equality and Diversity.

You will be following the KCC Local policy – YOUR LIFE, YOUR WELL BEING -2016-2021.

Care and Support in the home.

You will be expected to participate and prepare monthly case studies.

**YOUR ROLE SUPPORTING OUR SERVICE USERS**

1. Helping maintain a personal Service Users development through individual programmes including: making suggestions for change and updating records on a minimum of a daily/weekly basis with maximum involvement from the individual Service User.
2. Providing a monthly case study working alongside a team, focusing on a relevant business topic.
3. Maintaining individual records and developing with the Service User, future programmes aiming towards increased independence. This will be on a 3 monthly or more frequent basis.
4. To ensure Service Users enjoy a high quality of life according to individual care/support plans and that all Service Users rights are fully respected at all times.
5. To ensure all Service Users needs are identified via person centred planning, and future aspirations and realistic goals are met.
6. Advising and supporting family contact by ensuring as required that good relationships are developed and maintained with each Service Users relatives, friends and advocates.
7. To liaise effectively with all Service Users and associated networks to ensure the provision of integrated services.
8. Ensuring that as far as is possible; relationships are maintained with neighbours, shopkeepers and local services in order to enhance the status of the Service User within the community.
9. To ensure Service Users enjoy a high quality of life according to individual care/support plans and that all Service Users rights are fully respected at all times.
10. To ensure all Service Users are supported with their self-image and any personal care needs.
11. To work as per roster as allocated for the Service User’s needs.

**MAIN RESPONSIBILITIES**

1. To work with your Management and staff team in partnership with outside agencies and networks in the development of support/care, assisting the Service Users with plans, goals, targets which accurately reflect individual needs and strengths in the review process of these plans.
2. To adhere and remain familiar with all contents of the Organisations Guidance booklet and future updates, obtaining further information as personally needed.
3. Being familiar with the procedures and policies within the organisation and where inadequacies exist, bringing them to the immediate attention of the Management team.
4. To ensure that all statutory requirements and procedures are adhered to. In particular, to have reference to legislation directed from Supporting Independence Services (SIS) and associated documents from local authorities.
5. Actively assisting in the prevention of accidents to Services Users, staff teams and others
6. To deal promptly and effectively with all complaints and grievances as company policies guidelines.
7. To support the successful operations of quality control and administration systems.
8. To positively support and encourage the use of innovative support technology.
9. Receiving supervision/appraisals and participating in identifying your own personal training needs and actively planning and working towards meeting those needs.
10. Attending training days as necessary, relevant to aspects of work within your role. Increasing your knowledge and ability towards supporting the Service Users needs whilst furthering your personal career pathway.
11. To be involved in the development/training of staff where necessary, supporting any new inductions.
12. Monitoring that accommodations are cleaned and maintained to a sociably acceptable standard, including maintaining up-to-date Health and Safety and risk Assessments.
13. Keeping the grounds of accommodation in order by advising the Service User of keeping clean and tidy Bin Area, Parking Area and Path Area, and checking your advice has been executed.
14. Monitoring that the accommodations gardens are kept tidy and looking nice by planning and participation with Service Users and associated networks.
15. To be overall flexible and responsive at all time to meet the changing needs of our Service Users and company as requested by our stakeholders.

**Senior – Service User Specification**

1. To allocate as personalised to our Service Users, a weekly rota for support needs as per individuals’ stakeholders’ contract (Fan)
2. To send weekly support rotas via email to Service Users using the digital model (CareForIt) which should be encouraged and promoted to ensure our Service Users are supported and empowered to use technology, but also respecting Service Users communication preference’s.
3. To ensure daily log notes are correctly recorded by supporting staff.
4. To chair /delegate a monthly recorded Service User Meeting.

**Senior- Staff specificification**

1. To provide a first line of management and lead a team of support workers.
2. To allocate weekly/monthly staff schedules according to the needs of Service Users enabling staff to plan their personal lives.
3. Ensuring notes relevant to support needs of the Service User are added and can be seen by staff on their schedules using (CareForIt)
4. To participate in the Company, On Call service (refer to allocated monthly rostered timetable from Management.
5. Conduct bi-monthly staff meetings (refer to specification)
6. Undertake tasks as instructed by the management team.
7. To self - manage the Senior role, ensuring (7) hours out of the 35 hours of the full-time position are dedicated to the Senior staff specification -administration and monitoring side of the role.

(28) hours are dedicated to the Senior Service User specification and support side of the role.

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * NVQ Level 3 in Social Care or Equivalent or willing to work towards the qualification * Understanding of: -   The care Act 2014. | * ECDL (European Computer Driving License) or equivalent qualification/ experience |
| **Experience** | * Ability to communicate honestly, clearly and concisely, orally and in writing and within public settings * Ability to empower the people we support and encourage independence at all times. This includes promoting dignity and the right to privacy, confidentiality and human rights * Computer literate including the ability to use an intranet system * Ability to plan, and work in a systematic way * Good level of numeracy with the ability to work within financial systems including budgeting * Ability to manage own workload and deal with stress and change in self and others * Ability to be a positive role model for other staff, motivating and supporting. | * Ability to prioritise and respond calmly to crises * Ability to prepare and present reports |
| **Skills/Attributes** | * Excellent approachable listening and communication skills * Good negotiating skills * Ability to cope with pressure * Ability to cope with change * Understanding and commitment to empowering Service Users | * Clear understanding of the local authority policies especially, Your life your wellbeing.2016 -2021   (Council Strategy for Adult and Social care)  Being able to translate the strategy into our service. |
| **Post specific requirements** | * Willingness to work evenings, weekends, public holidays on a rota basis as business requirements within guidelines on maximum safe working hours * Willingness to assist the people we support during their holiday/short breaks where required * Ability to meet the physical demands involved in providing support to our Service Users * Satisfactory attendance record * Willingness for other relevant qualification training to meet CQC registration requirements |  |
| **Additional Requirements** | * This post is subject to an enhanced Criminal Record check, known as a DBS (Disclosure Barring System) * Knowledge of and be able to use a smart phone and be willing to use the company’s equipment for work purposes. | * Have a full UK Driving License * Line management experience |

**HEALTH AND SAFETY**

In carrying out the tasks in this job description you have a duty (under Health and Safety Legislation) to take responsible care for the Health and Safety of yourself and that of others. This implies taking positive steps to understand the hazards in the work place, to evaluate and take actions to reduce risks. It is expected that you comply with the safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk.

To remain vigilant and to do everything possible to protect Service Users and others from abuse of a physical, emotional, sexual neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.

**THE CONTRIBUTION OF THIS ROLE**

Carrying out the tasks on your job description efficiently will ensure the smooth operation of the Companies administration and service. You will therefore, be making a very important contribution to their employees, to matters affecting individual Service Users and the achievements of the service as a whole. This will develop our position with local authorities, as will the positive relationships you make every time you deal with authority personnel and parents by letter, telephone, email or in person.

This is not a conclusive list as Phoenix Support strives to achieve excellence in delivering services and support to our Service Users and our Staff teams

**OUR COMMITMENT TO YOU**

To provide personal career opportunities with on-going training and development needs within this role

To provide the employee with genuine scope and progression within their career

**Signature required clarifying Senior job description explained by Line Manager: (print name and sign)**

**---------------------------------------------------------------------------------------------------**

**Dated:--------------------------------------------------------Read and understood by:**

|  |  |
| --- | --- |
| **Employee Signature:** |  |
| **Print name** |  |