



## JOB DESCRIPTION

<b>Job title:</b>	<b>SENIOR SUPPORT WORKER</b>
<b>Services/Locations:</b>	St Raphael's
<b>Grade/Salary range:</b>	<b>D2.1- D2.2</b> to be determined, depending on experience and qualifications.
<b>Responsible to:</b>	Service Manager/Deputy Service Manager
<b>Responsible for:</b>	Support Workers Any other staff as required

### Purpose of the job:

To work as part of a team of Senior Support Workers to support and assist the Service Manager in the effective day to day operational management of the service, ensuring high quality, cost effective services. To work with the Service Manager and any other Senior Support Worker(s) in promoting high standards of practice conducive to meeting the social, emotional, physical and spiritual needs of the people living in the service. To supervise, and oversee the work of, part of the team of Support Workers, reporting any staff management issues to the Service Manager. To work as part of the team, provide support to all the people we support, within their homes, communal areas, and in the community.

### Main duties and responsibilities:

#### People in their home:

- Offer support and care based upon high values for people in daily practice, e.g. choice, privacy, individuality, dignity, etc. This will include sometimes high levels of personal care according to an individual's PCP and care plan.
- Plan in a sensitive manner as well as helping individuals to make decisions about their own lives by working within the guidelines of Frances Taylor Foundation [FTF] person centred planning policy and the principles of the Mental Capacity Act.
- Enable people to be signposted to receive appropriate advice when necessary. (E.g. health care, claiming benefits, dealing with housing issues including maintenance reporting, etc).
- Assist individuals with managing their household affairs, including budgeting, paying bills, and maintaining household safety.

- Support people to maintain good relationships with the other people who live at the same property and promote co-operation and joint activities where people wish.
- Create opportunities and enable people to develop and widen their social, educational and work experience, and leisure networks.
- Support individuals with all areas necessary for them to live independently, maintaining valued friendships and family networks and reporting to appropriate professionals where this is not possible.
- Support people with and/or administer prescribed medication as detailed in support and care plans, and following policy guidelines.
- Follow agreed support plans/risk assessments with the individual.
- Provide the main link between the person you are supporting and senior management team, highlighting any changes in wishes or needs which will involve changes to the support plans or risk assessments.
- Complete paperwork demonstrating that outcomes described in individual plans are being achieved.
- Respect confidentiality and follow policy guidelines.

### **Operational:**

- To ensure the delivery of a personalised service and to support the sharing of knowledge, ideas and skills in the staff team.
- To work flexibly within a team of senior support workers
- To demonstrate leadership to all staff working in the service, including allocation of duties to Support Workers on each shift.
- To help promote a culture which allows staff to maximise their potential and is underpinned by open, honest communication and team working across the service
- Through individual supervision of Support Workers and through day-to-day oversight of the service provided, ensure that staff performance is monitored and any necessary corrective action is proposed to the Service Manager.
- To support the provision of training development opportunities, to ensure staff undertake their role and deliver high quality support to each person they support
- To take part in the assessment of needs and wishes of any prospective new referrals, and develop person centred support and care plans with them, to ensure the service has the ability safely and effectively to offer care and support for anyone offered a tenancy by the landlord.
- Work in ways which demonstrate that the needs and wishes of the each individual are at the core of all services delivered, and support involvement in the management and development of the service..
- To prepare reports, staff rotas, etc., as requested by the Service Manager/deputy service manager/team leaders.
- To take part in the recruitment of Support Workers
- To carry out regular supervision and appraisal of those Support Workers allocated for line management by this post.
- To follow and implement FTF policies and procedures at all times, and ensure that Support Workers likewise are aware of, and comply with, current policies and procedures.
- Maintain good working relationships with other health and social service professionals and agencies involved with the service users. To develop and

maintain relationships with relatives, neighbours and others in the local community.

- Carry out all administration requested in relation to the role and daily requirements.
- Carry out tasks that ensure the smooth day to day operation of the service.
- Work within the framework laid down by the CQC, and commissioned support and any other relevant legislation and contract.
- Ensure that service users and staff are fully aware of fire and emergency procedures.
- Comply at all times with the duties and responsibilities outlined in FTF Health & Safety Policy.

### **People we support:**

- Ensure individual needs are identified and met.
- Support each individual in the development of everyday living skills.
- Support each person to set and achieve goals and outcomes
- Encourage each person you support to make their own decisions.
- Support to make full use of community facilities.
- Assist to maintain links with family and friends.

### **General:**

- Work as part of a team, actively participating in meetings, bringing forward ideas and contributing to relevant decisions.
- Undertake lone working, in the homes and in the community, as required.
- Post holders are expected to undertake relevant qualifications prioritised by the demands of the job role and the service requirements.
- To be able to work flexibly and where needed cover evenings, bank holidays, weekends and sleep-ins if required, as well as participating in any out of hours on-call arrangements. (Apart from sleep-ins, these requirements have been taken into account in the grading of the post).
- Any other duties consistent with the responsibilities of the post at the request of the Service Manager.

### **Additional duties:**

Participate in the development of this job description as necessary. This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.

This job description is not an exhaustive list of duties and should only be seen as a general guide. As duties and responsibilities of this post may change and develop over time, this job description is subject to amendment. The line manager, in consultation with the post holder(s), will propose appropriate changes as necessary.

**Signed .....** **Date .....**  
**Post Holder:**

**Signed.....** **Date .....**  
**Service Manager**