

Job Description

Job Title	Senior Support Worker
Hours: Full time, 37 hours per week	Salary: £27,307 - £29,113 Grade 2
Location: Various	Reports to: Registered Manager/Deputy Manager
Job Purpose: - To work as a practice lead in a staff team in a supported/residential setting that achieves quality outcomes for our service users. - To provide person centred support for individuals who have a range of learning disabilities and to enable them to achieve their aspirations for independent living. - The role of Senior Support Worker will assume shift leader responsibilities. Leading shifts, delegating duties to the team on shift, medication ordering, stores orders, planning holidays, liaising with families and professionals, relaying messages accurately and escalating any safeguarding concerns reported to them following the charities protocol & procedure. - The Senior Support Worker will also be required to provide guidance to less experienced members of the team.	
Key Responsibilities:	
Duties and Responsibilities	- To develop and maintain professional relationships with service users and other staff at your service and throughout the charity. - To do everything possible to maintain a safe, clean and enjoyable environment for service users to live in and for staff to work in. - Maintain effective communication systems within the - service - Attend and when necessary facilitate the monthly team meetings - Ensure staff are involved in the planning and review of service users support are regularly updated on changes and progress. - Establish and maintain effective communication with families and relevant others - Ensure rotas that are in place meet contracted hours and effectively support the individual - Support managers to monitor service systems according to policy and procedure
Supporting Service Users	- Encourage and support service users to live as fully and independently as possible within the local community, providing information, emotional, organisational and practical support as appropriate. - To maintain accurate support plans and carry out risk assessments as and when necessary due to the changing needs and aspirations of service users.

Supporting staff on the delivery of services	• Work within a team, supporting colleagues and attending team meetings, recording and sharing information appropriately and confidentially. • To assist the management team to achieve service objectives and assist in the development and implementation of policies, practices and procedures. • Provide coaching and mentoring to staff • Support staff in the completion of electronic record keeping within the service. • Identify staff training needs and plan to meet these in conjunction with the management team
Compliance and Quality Assurance:	• Ensure compliance with CQC regulations and charity policies and procedures.
ADDITIONAL DUTIES	It is the nature of the work of Catholic Care that tasks and responsibilities are, in many circumstances, unpredictable and varied. Each staff member is, therefore, expected to work in a flexible way when the occasion arises, when tasks not specifically covered in their job description have to be undertaken. Such additional duties would normally be to cover unforeseen circumstances or changes in work and would normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

CONFIDENTIALTY

It is expected that all Catholic Care employees will understand that our work is confidential and they are likely to encounter personal information about employees and service users, and also corporate and financial information. It is a requirement that all Catholic Care employees and volunteers, in the course of their work, treat such personal data confidentially and comply with Catholic Care's Confidentiality Policy. A failure to comply with this may result in disciplinary action. This obligation will continue indefinitely, even after termination of employment. All approaches by the media and other third parties must be referred to the CEO.

VALUES AND PRACTICE PRINCIPLES

The person who holds this position is expected to be familiar with and have regard to the Values of Catholic Care and work within that framework. He or she must be prepared to operate within the ethos of the Charity and ensure that people of all denominations and faiths have their spiritual needs respected.

QUALIFICATIONS AND EXPERIENCE

The person appointed to this position will satisfy the criteria identified in the Person Specification.

SAFEGUARDING

Catholic Care acknowledges the responsibility to safeguard and promote the welfare of children and adults at risk regardless of gender, ethnicity, disability, sexuality or beliefs. We are committed to ensuring safeguarding practice reflects statutory responsibility, government guidance and complies with best practice. It is therefore the duty of all employees, trustees and volunteers to adhere to this policy commitment.

All posts will be offered subject to satisfactory references and DBS Enhanced Disclosure being obtained.

PERSON SPECIFICATION

Qualification & Training	Essential/Desirable
NVQ 3 in Care, or equivalent successfully completed.	Essential
Experience	
Experience of working in supported living services and/or residential care services.	Essential
Experience of working with people with Learning Disabilities	Essential
A good understanding of the principles of high-quality person-centred care and support and non-discriminatory care practice	Essential
Experience of supporting service users with all aspects of their daily living in a manner that respects their dignity, is non-judgmental and promotes their independence, choices and privacy	Essential
Ability to implement policies, procedures and instructions	Desirable
Skills	
Good communication skills with the ability to motivate staff	Essential
Ability to plan and prioritise workload	Essential
Ability to write support plans	Essential
Use of Microsoft Office and electronic record keeping systems	Essential
Ability to draw up and adjust rotas as required	Essential
Knowledge	
Understanding of quality assurance and CQC compliance	Essential
Understanding of CQC, person centred and outcome focused practice; safeguarding and risk management.	Essential
Knowledge of how to recognise abuse and safeguarding procedures	Essential
Ability	
Being resilient and able to work unsupervised under pressure	Essential
Communication and written skills	Essential
Work in a flexible manner – out of hours and travel as required.	Desirable
Written English and the ability to communicate at all levels	Essential
Able to make recommendations based on sound rationale and evidence	
Able to represent the charity externally with key stakeholders	Essential
A commitment to promoting and protecting equality of opportunity and celebrating diversity	Essential