



# Senior Support Worker Job Description and Person Specification.

## Job Purpose

To work alongside the staffing team in meeting the individual care and support needs of service users in a way that respects the dignity of the individual and promotes independence and choice in a proactive and person centred approach.

To help and assist in the delivery of care and support to service users in their day-to-day activities within their home and in the community. To support and assist the management team within the home and undertake delegated responsibilities in line with your role.

Reports to:

Home Manager

Function:

Support / Care

## Job Description

1. To take charge and be responsible for the home on behalf of the Manager in their absence.
2. Work alongside the staffing team on shift to ensure that everyday tasks are being carried out to a high standard: guide and assist where required. Support the team to accomplish their tasks.
3. To provide supervision and support to the staff team.
4. To assist with the management of the home.
5. Help to train and mentor the support staff and lead by example.
6. Support service users who require assistance with their personal care needs. Ensure that a high standard of personal care and hygiene is achieved following individual care plans.
7. Help service users with mobility problems and other physical disabilities such as incontinence; help in the care and use of aids and personal equipment.
8. Care for service users who are temporarily sick and needing, for example, minor dressings, bed nursing.
9. Help to promote the mental and physical activities of service users through talking to them; integrating within society; encouraging and promoting recreational activities such as reading, writing and hobbies both internally and externally including holidays.
10. Support service users with everyday domestic tasks such as changing of bed linen, cleaning and tidying of rooms to maintain a clean safe environment.
11. Maintain the launder of individuals clothing to a high standard, promoting that service users are involved with the care of their clothes depending on their skills.
12. Support and assist service users at meal times to prepare their meal and offer choice of food and drinks taking into account their dietary needs. Assist individuals who require support with eating and drinking, laying the table and clearing away.
13. Answer the door and telephone, greeting visitors/relatives with a professional, friendly, helpful and confident approach.

14. Administer medication to service users inline with their individual care plan and prescriptions.
15. Maintain service user records and reports.
16. Participate in staff and service users' meetings.
17. Attend mandatory training days/courses, on or off site as and when required.
18. Maintain professional knowledge and competence.
19. Promote safe working practices and report immediately to the manager, or person in charge any illness or accident by a service user, colleague, self or another.
20. Ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties.
21. Ensure the security of the home is maintained at all times.
22. Adhere to the company policies and procedures.
23. Adhere to your contract of employment and the employee handbook.
24. Carry out any other tasks that may be reasonably assigned to you.
25. To promote and act at all times in accordance with the Company's Equal Opportunities Policy.

**This job description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.**

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<b>Person Specification</b>		
<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
<b>1. Experience</b>	<ul style="list-style-type: none"> <li>• Experience supporting adults with disabilities/mental health conditions or other vulnerable adults.</li> <li>• Experience of working in the care industry</li> </ul>	<ul style="list-style-type: none"> <li>• Previous senior or management experience.</li> <li>• Knowledge and understanding of relevant legislation, CQC fundamental standards and local authority contractual obligations</li> <li>• Knowledge and understanding of people who can challenge</li> </ul>
<b>2. Knowledge &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Completion of relevant mandatory training</li> <li>• Knowledge of health needs and personal care</li> <li>• Obtained or working towards QCF level 3</li> <li>• Have passed the RHG senior exam (external appointees to pass within 3 months of employment commencing).</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification relevant to management and/or leadership</li> </ul>
<b>2. Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Have a caring nature and ability to show empathy</li> <li>• Ability to interact and engage with adults with disabilities</li> <li>• Have a positive attitude and be a good role model</li> <li>• Have good communication skills</li> <li>• Ability to conduct meetings with multi-disciplinary professionals</li> <li>• Be able to work flexibly to meet the needs of the business</li> <li>• Computer literacy</li> <li>• Be able to undertake an active role</li> <li>• Good timekeeping</li> <li>• Ability to manage and lead a small team</li> </ul>	<ul style="list-style-type: none"> <li>• Be able to drive with a full, clean UK license</li> <li>• Hobbies and interests to bring to the team</li> </ul>