**Manor Support and Housing**

**Job/Role and Person Specification**

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| **JOB DESCRIPTION** |

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| **Job Title** | **SENIOR SUPPORT WORKER** |
| **Reporting to** | **Team Leader/Unit Manager** |
| **Job Location** | **Datchet, Slough, Windsor, Bracknell, Hounslow, Ealing** |

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| **Overall Purpose of the Job *(Outline the purpose of the job, what is the reason for the job, what must it achieve and how does it contribute to the success of the business?)*** |
| Ensure the smooth running of the working day by assisting service users with activities of daily living as per their assessments and care plans completed by the Manager. Completing administrative tasks using the client database within the SupportedLivingApp to enable effective and efficient client support.  Assist with the maintenance of a safe supporting environment including the preparing and cleaning of rooms and equipment with particular reference to infection control and safe working environment for service users, their families, staff and other visitors in line with the Company’s Health and Safety and Infection Control Policy.  Ensure sensitive and appropriate care and support is delivered to meet individual needs, respecting personal dignity and beliefs.  To work in partnership with others to provide a range of innovative and individualised support packages, this is achieved through Person Centred Planning in which we aim to promote optimum health, foster choice, independence, self-awareness, self-confidence and as far as possible we will support the individual to access stimulating activities in real life settings to learn real life skills and to be treated as equal to others.  In addition to having a *supervisory* responsibility Senior Support Workers are directly responsible for supporting, developing and enabling the individual in pursuance of the above goals.  In a *supervisory* capacity to take control and responsibility in the absence of the Team Leader. |

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| **Key Working Relations *(List the internal and external roles that this post has key interaction with)*** |
| Client Groups including Service Users, Site Managers, Suppliers  Support Workers/Team Leaders/Behavioural Support Staff  Managing Director and Trustees  Head Office support functions (HR, Finance, Marketing, Care Commissioning) |

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| **Key Result Areas and Specific Duties *(Key result areas should be related to the job objective. Provide a list of key result areas and specific duties to include people management and key performance indicator areas)*** |
| To deputise, in the absence of the Team Leader, in the day to day responsibilities within the service.  To take responsibility for the duration of the shift worked and delegate care tasks to support workers, as agreed with the Manager.  To take responsibility for the overall care and support of individuals residing within the service to ensure compliance with the specified care plans, as directed by the Manager.  To take responsibility for other allocated tasks as deemed appropriate by the Manager.  To provide direct and practical help, care and support in the implementation of agreed packages of care which will assist the client in their daily lives under the direction and supervision of the Project Manager.  To participate in the collection and collation of necessary data which will assist others in planning individually designed packages of care aimed at the prevention of challenging behaviour and increasing quality lifestyles.  To promote and ensure privacy, dignity, respect and to assist individual clients to undertake a range of everyday living skills, appropriate to their level of functioning, in order to help the individual, achieve a dignified and meaningful lifestyle which promotes an ordinary life.  To maintain accurate record systems, prepare reports and contribute in multi- disciplinary meetings, under the supervision of the Manager/Team Leader.  To undertake flexible working arrangement in accordance with service users and service requirements (including weekends, evenings, nights, sleep-ins).  To undertake / assist in general cleaning and housekeeping duties, laundry, food preparation and cleaning up duties.  To be aware of actual or potential factors within the environment which can be either beneficial or harmful and take appropriate action as necessary and required in accordance with agreed policies, Health & Safety, Risk Management etc.  To attend regular supervision, personal development and training sessions as agreed and as required.  To undertake any other duties as may be deemed appropriate by the line manager.  To maintain confidentiality in all aspects of duties / service in accordance with the Policy.  To participate and contribute to a team approach, communicating effectively with tenants, their families, all project staff including management and other professionals as appropriate.  To uphold the unit aims and objectives at all times, and contribute when required to quality assessment reviews on services.  To undertake driving duties a necessary.  To show flexibility and a positive approach as services change and develop. Similarly, to the changing needs of tenants. |

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| **Core Competencies *(List competencies from Competency Framework usually a maximum of 5, focus on those that are specific to the job and are essential for is success)*** |
| Ability to work with clients with learning disabilities and challenging behaviour  Calm and reflective in a crisis  Ability to lead and motivate others  Ability to model appropriate skills to others  Good inter-personal skills to work as part of a multi-disciplinary team and with other agencies, carers, family  Ability to work in isolation in stressful situations  Ability to adapt to changing situations and environments  Ability to demonstrate a range of domestic, leisure, recreational and social skills  Ability to motivate clients and other carers  Good verbal and written communication skills  Ability to problem solve  Ability to give and receive constructive advice  Ability to undertake all identified appropriate procedures in the care plan |

**Person Specification**

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| **Knowledge *(What knowledge is required to enable the person to be successful in this role?)*** | | |
| **Essential:** | **Desirable:** |  |
| Professionally approachable honest and friendly  Positive attitude towards service users and colleagues  Confident and able to contribute constructively in a team working environment  Keen and enthusiastic |  | |

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| **Skills and Experience *(What skills and experience is required to enable the person to be successful in this role?)*** | | |
| **Essential:** | **Desirable:** | **Tested By** |
| Be able to communicate clearly and effectively and have the ability to understand and be understood.  Good literacy and numeracy skills.  Ability to work within a multidisciplinary team.  Able to report on service user’s condition, in a clear concise manner, both written and verbally  Able to use on initiative and work with minimal supervision but ask for help or advice from senior staff when needed  Good basic hygiene and infection control skills and understanding of both |  | |

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| **Knowledge *(What knowledge is required to enable the person to be successful in this role?)*** | | |
| **Essential:** | **Desirable:** |  |
| Reliable  Hard-Working  Able to work confidentially both independently and as part of a team.  Caring.  Empathetic.  Willingness to attend training.  Willingness to work towards a National Vocational Qualification in Health and Social care.  Good record keeping ability. | Car Driver  Hard Working  Full UK Driving License  Own Car  Previous experience in Care setting | |

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| **Skills and Experience *(What skills or experience are required to enable the person to be successful in this role?)*** | | |
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| Be able to communicate clearly and effectively and have the ability to understand and be understood.  Good literacy and numeracy skills.  Ability to work within a multidisciplinary team.  Able to report on service user’s condition, in a clear concise manner, both written and verbally  Able to use on initiative and work with minimal supervision but ask for help or advice from senior staff when needed  Good basic hygiene and infection control skills and understanding of both | Computer Literate | |

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| **Qualifications and Special Training *(What is the level of education that is required to enable the person to be competent in this role?)*** | | |
| **Essential:** | **Desirable:** |  |
| **Learning Disability and Autism training certification**  First Aid including CPR Certification  Food Hygiene Certification  Medication Awareness  SOVA, MCA and DoLS Certification.  Good Written and Verbal Communication skills  Infection Control  Documentation and Record Keeping | NVQ level 2/3 in Health and Social Care | |

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| **Other Requirements *(Are there any other requirements needed i.e, evidence of CPD, Manual handling, clinical contact with patients, equipment and machinery?)*** | | |
| **Essential:** | **Desirable:** |  |
| Flexibility in working (particularly unsocial hours, nights and weekends, sleeping-in duties)  Physically able to implement physical intervention strategies  Possession of a current driving license/ car driver essential |  | |

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| **Employee Signature:** | **Line Manager Signature:** |
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| **Date:** | **Date:** |
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