

Inshore Support Ltd

JOB DESCRIPTION

Job Title	Senior support worker
Reports to	<ol style="list-style-type: none"> 1. Ultimately reports to the Home Manager or Area Manager 2. When the Home Manager is not on shift all senior support workers report to the Deputy Manager. 3. If no management staff are on shift (e.g. Home or Deputy Manager) senior support staff on shift deputise (issues should not be held from a shift to wait to be reported to management, the second on call person should be contacted) 4. All senior support workers report to the Senior Management Team. 5. A senior support worker only has designated authority to manage support workers when deputising in the absence of management.

JOB PURPOSE

A senior support worker supports individual service users with learning disabilities including challenging behaviour to undertake every day activities and functions.

Senior support workers are required to support individual service users to attain personal independence, choice and responsibility in a homely environment in which the senior support worker is required to demonstrate unconditional acceptance and tolerance.

A senior support worker must be able to integrate individual service users into the local community life and activities by establishing and maintaining existing relationships, promoting friendship with and personal development of the individual service users.

To support and assist the Area/Home or Deputy Manager to develop and initiate personalised care plans.

To be responsible for the continuation of Company policies relating to the management of staff and administrative procedures as delegated by the Area/Home or Deputy Manager

To assist the Area/Home or Deputy Manager in maintaining high standards in a person centred approach to care, which places the dignity and integrity of the individual service user in the forefront of their priorities.

Area	Responsibilities
Supervisory Duties	<ol style="list-style-type: none"> 1. To maintain high standards of personalised care for individual service user's within the Home. To supervise staff performance in respect of support workers. To supervise senior support workers when deputising. 2. Take the lead during emergency situations. 3. To provide constructive feedback to the Area/Home or Deputy Manager regarding Home affairs including staff performance, reporting of incidences, sharing knowledge or making suggestions to improve service. 4. Monitor Staff performance and provide mentorship to support workers and colleagues as required. Undertake regular supervisions with staff they are assigned to as a Mentor. 5. Supervise staff in accordance with Company policies and procedures by including but not limited to; <ul style="list-style-type: none"> <input type="checkbox"/> Absence reporting and recording (including own) <input type="checkbox"/> Lateness reporting and recording (including own) <input type="checkbox"/> Disciplinary and Grievance procedures <input type="checkbox"/> Dignity at Work <input type="checkbox"/> Code of Conduct <input type="checkbox"/> Confidentiality <input type="checkbox"/> Equal Opportunities & Diversity <input type="checkbox"/> Management Policy <input type="checkbox"/> Training & Development/Appraisal 6. Compile job lists and delegate tasks to support workers and senior support workers, ensuring that by the end of the shift all tasks are completed. 7. Take the lead in conducting handover from their shift to the next senior person on shift. 8. Must check rotas on an ongoing basis to ensure all shifts maintain safe staffing levels and where it is evident that this is not the case organise staffing and inform the Area/Home or Deputy Manager as to what has occurred. 9. Manage staffing levels on shift and if necessary due to emergency absence or absence at short notice liaise with first and second on-call.

	<p>10. Undertake on-call duties as identified on the on-call rota. Any request to change the on-call rota must be authorised by the Area/Home or Deputy Manager</p> <p>11. Assist with the production and review of personalised care plans, risk assessments and protocols for service users and employees.</p>
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Personal care	<ol style="list-style-type: none"> 1. Supervise support workers and other senior support workers if applicable in the delivery of a personalised approach to care, and also undertake personal care of service users. 2. Have an understanding of individual service user needs support individuals to achieve maximum independence. 3. To encourage service users participation in planned care and independent living. 4. To adhere to individual service user care plans 5. Personal care of a service user includes but is not limited to; <ul style="list-style-type: none"> <input type="checkbox"/> Bathing and personal hygiene dressing. <input type="checkbox"/> Incontinence and toileting <input type="checkbox"/> Food and Drink preparation prevision and assistance 6. While completing personal care, senior support workers must maintain service user's dignity and respect whilst communicating effectively with the service user and other staff members' as appropriate. 7. Adhere at all times to relevant care of service user policies and procedures. 8. To work in accordance to the risk assessments relevant to service user care.
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Activities Home and community	<ol style="list-style-type: none">1. Supervise support workers and other senior support workers if applicable in the delivery of a personalised approach to care, and also participate in activities with service users2. Have an understanding of individual service user needs' and support individuals to achieve supported independence in home and community activities.3. Ensuring personal centred planning, choice, likes and dislikes of the individual service user is considered at all times.4. To adhere to individual service user care plans and actively encourage the service user to participate in the activities5. Promoting a positive image of the service user at all times, both within the home and externally in the community.6. Follow all company procedures relevant to the individual service user leaving and returning to the home.7. It may be necessary to carry a mobile telephone whilst out with a service user in case of an emergency with authorisation from the Area/Home/Deputy manager. Senior support workers are not expected to make or receive personal calls while supporting service users in the home or local community.9. Communicate appropriately to the activities, to assist in providing a friendly happy and safe atmosphere within the home and in the community.10. All staff must remain vigilant while in the community and recognise that this can increase the unpredictability of a service user's behaviour and staff should be prepared to deal with such events.11. All risk assessments policies and procedures relating to the care of a service user undertaking activities in the home and community should be adhered to at all times12. Senior support workers are expected to understand and work to the O'Brian five key accomplishments and support junior staff in understanding and working within the principles.
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House keeping	<ol style="list-style-type: none"> 1. Assist in the day to day running of the Home following job lists and actively encourage individual service users' to participate in accordance with their individual care plan. These duties include but are not limited to; <ul style="list-style-type: none"> <input type="checkbox"/> Vacuuming dusting polishing <input type="checkbox"/> Kitchen – clean surfaces, mop floors, keep oven, fridge, cooker and microwave clean, empty waste bins. <input type="checkbox"/> Ensure food hygiene is adhered to in accordance with company and environmental health policies. <input type="checkbox"/> Cleaning toilets and bathrooms – sanitise clean surfaces replenish toiletry supplies, empty waste bins. <input type="checkbox"/> Cleaning windows. <input type="checkbox"/> Gardening <input type="checkbox"/> Tidying service user rooms and empty bins. <input type="checkbox"/> The home should be clean and tidy at all times. <input type="checkbox"/> Ensure all cleaning materials and equipment are securely and safely stored. <input type="checkbox"/> Adhere to Company and Home Health and safety policy and infection control policy at all times. <input type="checkbox"/> To ensure a homely environment is maintained all staff have a responsibility to communicate to other staff members and individual service users when particular activities are being undertaken e.g. mopping and hovering. 2. Report any faulty equipment or furnishings to the most senior person on shift and if required notify General Manager immediately. 3. Undertake all service user and manual handling activities in accordance with safe manual handling techniques. 4. Senior Support workers should monitor any abuse of home equipment or supplies including but not limited to use of the laptop, phones, computer equipment or whereby they are suspicious that staff are utilising home stock for personal use such as washing powder, polish etc.
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Medication	<ol style="list-style-type: none"> 1. All senior support workers who have received internal drug assessment training must undertake medication witness duties in accordance with company procedures. 2. All senior support workers who have undertaken accredited medication training can undertake the administration of medication to the individual service users prescribed medication documentation (MAR sheet) and always in accordance with company policies, protocols and procedures. 3. Senior support workers without such training must not participate in the administration of medication. 4. Senior Support workers should assist in training other support workers regarding witness and medication duties. 5. Senior support workers must complete daily/weekly audits of medication stock, reporting any discrepancies immediately to Area/Home or Deputy Manager. 6. Senior support workers must order medication for service users on a weekly/monthly basis ensuring there is no risk at all of a service user running out of medication. 7. Senior support workers through the audit procedure must dispose of out of date medication or medication that is no longer required by the service user.
Physical Intervention	<ol style="list-style-type: none"> 1. The instigation of physical intervention must only come from trained MAPA staff 2. All MAPA trained staff must assist when instructed 3. Senior support workers who are not MAPA trained must assist the MAPA trained staff as guided and instructed in emergency situations, as per risk assessment to ensure health and safety of the service user. 4. Physical Intervention should be undertaken in accordance with company policies and procedures, MAPA principles and Care Quality Commission (CQC) minimum standards and regulations. 5. Supervise support workers and other senior support workers if applicable in assessing the appropriateness, safety and effectiveness when using MAPA.

Record Keeping	<ol style="list-style-type: none">1. All senior support workers (regardless of key worker arrangements) must observe individual service users and record observations in service user daily notes sections.2. All notes must be accurate legible with complete and sufficient information3. Completion of information record sheets including but not limited to;<ul style="list-style-type: none"><input type="checkbox"/> fridge/freezer temperatures<input type="checkbox"/> Bath temperatures<input type="checkbox"/> Job lists<input type="checkbox"/> Accidents and incidents<input type="checkbox"/> Water temperatures<input type="checkbox"/> Radiator temperatures<input type="checkbox"/> Smoke alarm tests<input type="checkbox"/> Health and safety checklists4. Senior support workers are required to utilise the communication book to pass information onto other staff members. The communication book should be used responsibly and confidentiality considered.5. The senior support worker must sign the personalised care plans for each service user in the home to demonstrate they have read and understood the service user needs.6. Senior support workers are required to handle company and service user monies. Senior support workers must obtain receipts or other evidence as to expenses paid. Any losses of receipts or monies must be reported to an Area manager, Home manager or Deputy <u>immediately</u>.7. Senior support workers must maintain accurate staff records relating to attendance and performance.8. Senior support workers should audit the quality of the support worker and other senior support workers observations in the service user's daily notes to ensure complete and full records have been provided.9. Senior Support workers must ensure daily audits of service users monies and Home monies is completed and correctly recorded.
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Key Worker	<ol style="list-style-type: none">1. If a senior support worker is assigned as a key worker to an individual service user, there is a responsibility placed upon the senior support worker to develop an ongoing professional relationship with the specified service user.2. The key worker is required to participate in meetings with other internal and external health professionals for purposes of reviews and personalised care plans.
Confidentiality	<ol style="list-style-type: none">1. Senior support workers must lead by example in regards to confidentiality and appropriate discussion content relating to Service Users and other staff.2. Service user and /or staff information is confidential it is a condition of employment that you will not use and disclose information that will breach company confidentiality policies or is used to portray a negative image of service user and/or staff member or company inappropriately.3. The above section does not infringe on the Company whistle blowing policy.4. All supervisions undertaken by a senior support worker are confidential between the persons involved and should not be disclosed to any other person without agreement.

<p>Training and development</p>	<ol style="list-style-type: none"> 1. Senior support workers must complete the Company induction process. 2. Senior support workers must attend all training courses they are assigned to. Any requests to change training dates can only be authorised by Area or Home managers. 3. Regular non attendance at training, refresher, updates or other meetings will be deemed to affect the senior support workers ability to provide quality care and therefore will be dealt with under the disciplinary process. 4. Senior support workers must undertake training that may fall outside of their normal working pattern and hours. 5. All senior support workers must participate in annual appraisals and regular supervisions, which look to identify strengths and weaknesses and result in producing a personal training plan. 6. Take part in training and education as identified through appraisal. 7. Senior support workers will be assigned either a Home Manager/Deputy Manager as a mentor. 8. Senior support workers will act as mentor and develop with other support workers or colleagues personal development training plans. 9. Senior support workers will conduct supervisions and appraisals as required. 10. All senior support workers are required as a condition of their employment to obtain NVQ 3 in Health and Social Care within agreed time scales and subject to a training agreement.
<p>General</p>	<ol style="list-style-type: none"> 1. Area/Home or Deputy Managers are entitled to delegate tasks and duties to Senior Support Workers that they feel the senior support worker can undertake and is important for the senior's personal development. 2. Senior Support workers must only delegate tasks and duties to support workers where they are confident the support worker can undertake the task or supervise appropriately whereby the support worker is relatively new to the task. 3. Must dress, talk and act professionally within a supervisory role and lead by example. 4. May be required to represent the Area/Home or Deputy Manager when required to do so.

5. Undertake any other duties and responsibilities within the employee's skills, capabilities and knowledge, in accordance with Health and Safety Policies.
6. To work in harmony with all other staff and communicate in an open and courteous manner with all colleagues' service users and multi agency personnel.
7. To be aware of the importance of team work, encourage and foster teamwork and assist in creating a pleasant working environment for all staff and a pleasant home environment for all service users.
8. Understand and implement Health and Safety Procedures.
9. Ensure all Hazardous substances are handled in accordance with COSHH procedures.
10. Report all accidents and incidents in accordance with company policies and procedures.
11. Recognise and respect the dignity of all service users and staff irrespective of age, ethnic origin, religious beliefs, gender, sexual orientation, disability, race or marital status. To adhere to company equal opportunities and disabled workers policy.
12. All senior support workers are required to work on a flexible basis and understand rota's and staffing needs may change at short notice.
13. Senior support workers must adhere to the absence reporting policy.
- 14. Work in accordance of the National Minimum Standards Care Home Regulations**
15. Answer Telephone calls on behalf of the home and process the call and take information accordingly.
16. Undertaking administrative duties including but not limited to;
 - Filing
 - Photocopying
 - Posting
 - Emailing
 - Letters
 - Minute taking
 - Arranging appointments
 - Making telephone calls
17. Have a smart and professional appearance; ensuring clothes are clean and ironed and do

	<p>not display offensive wording or pictures. Appropriate footwear is worn and ensure all other areas of personal appearance comply with Company policies and procedures.</p> <p>18. Contribute to new ideas and undertake new methods of work introduced by Senior Management Team, Area and/or Home Managers.</p>
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I have read and understood this Job description and in signing this document I agree to undertake my responsibilities as a senior support worker and I have been given a copy of this document for my retention:

Employee name.....

Employee signature.....

Date.....

Witnessed by on behalf of Inshore Support Ltd

Employee name.....

Employee signature.....

Date.....

This job description is intended for guideline use only and as such is not exhaustive and participating in duties not listed individually will be required of the post holder.