

JOB DESCRIPTION

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| Job Description for | Senior Support Worker |
| Reporting to | Registered Manager |
| Location | Various |
| Date | April 2024 |

General Information

Salutem Healthcare are committed to ensuring that the individuals who use our services receive great enabling support from a team of highly trained and engaged staff in environments that are homely and comfortable. We are innovative, solution focused and committed to doing the best we possibly can

- We are **Supportive** by promoting opportunities for everyone so they can reach their full potential
- We are very **Ambitious** to provide the best possible outcomes for the people who use our services
- We are **Loyal** because we put the people that we support and our staff at the centre of everything we do, and we deliver on our promises. We also are committed to ensuring that our services are meeting the needs of all stakeholders
- We are **Unique** because we are ambitious and innovative about the diversity of the services that we provide without compromising quality
- We are **Transparent** by being open, honest and fostering a culture of mutual respect. We promote a culture where we learn by our experiences and we are committed to doing things better and setting the highest standards in what we do
- We are **Engaging** because we work in partnership with the people that we support, our staff and all our stakeholders
- We encourage everyone to experience a **Meaningful** life by being aspirational and by offering opportunities

Job scope:

The role of the Senior Support Worker is to assist the Registered Manager with the day to day organisation and effective running of the service, providing leadership and management to the staff. To support the Registered Manager in monitoring the training and development needs of staff and maintaining a safe and healthy work and home environment.

To assist the Registered Manager to deliver an effective and efficient provision of support to the people living within Salutem's services. The overall objective is to increase their social development and life skills to enable them to live as independent adults in the wider community. You must ensure that the support that is delivered considers the individual's racial, culture/religious origins, language, gender, sexual orientation and disability.

For international recruitment purposes:-

Worker qualifies for the Health and Care Worker visa because we are registered with the Care Quality Commission and the worker will support the provision of, regulated activities as prescribed in Schedule 1 (read with Schedule 2) to the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (S.I. 2014/2936).

Key Responsibilities:

1. To support the Registered Manager to monitor and support the delivery of person centred services to all people using our service within your defined area.
2. To support the Registered Manager to monitor and support the health and safety of both people using the service and support staff.
3. To support the Registered Manager to ensure that the actions of all staff directly supporting people using the service support their care, protection and well-being, and in compliance with external regulations, standards and monitoring bodies.
4. To provide supervision to the support workers through effective recruitment and selection, inductions, coaching and performance management.
5. To develop knowledge and skill of staff teams through delivering effective inductions, including the Care Certificate and providing mandatory & service specific training as and when required
6. To use the IT system available to support the Registered Manager to effectively manage your staff teams, incidents, quality assurance, training and occupancy.
7. To work effectively with external agencies to promote the work of the company and to support the Registered Manager to increase referrals and placements within the service in line with defined business targets.

8. To develop own knowledge and practice relative to continuous service improvement & self-development

For each area of service delivery:

Monitor, report and advise on the development methods and systems to communicate, record and report.

- Work within identified methods and systems to promote effective communication and engagement with individuals and key people
- Support the Registered Manager to evaluate communication methods and systems
- Support the Registered Manager to maintain and share evidence-based records and reports

Monitor, report and advise on health and safety practices in the working environment

- Support the Registered Manager to monitor and report on compliance with health, safety and security regulations and requirements
- In partnership with the registered manager support to maintain a schedule of risk assessments across specific areas of responsibility
- Contribute to the development of health, safety and security policies, procedures and practices
- The post has collective responsibility for Infection Protection and Control and each employee should maintain training and ongoing professional development to meet the needs of the individuals we support and any location specific issues.

Monitor, report and advise on practices which promote choice, well-being and protection of all individuals

- In partnership with the Registered Manager develop and maintain effective systems and processes to promote the individual's choice about their care and support
- Monitor and promote the individual's rights to expect and receive respect for their diversity, differences and preferences
- Monitor and promote the protection of all individuals we support

Support the staff team to manage services which achieve the best possible outcomes for individuals

- In partnership with the Registered Manager monitor and report on service delivery taking into consideration that services are designed and reviewed to promote and maximize the achievement of the best possible outcomes for everyone
- In partnership with the Registered Manager monitor and report on person centred approaches/person centred plans across area of responsibility
- In partnership with the Registered Manager manage and monitor systems of the assessment of risk of abuse, failure to protect and harm to self and others, to work in a positive way with the Local Authority Safeguarding Team
- In partnership with the Registered Manager monitor that people using the service to maintain family links if they so desire

- In partnership with the Registered Manager manage and monitor systems for supporting service users to self-administer medication

Ensure individuals and groups are supported appropriately when experiencing significant life events and transitions

- In partnership with the Registered Manager ensure the service responds effectively to individuals experiencing major life changes and staff are appropriately trained to support the individuals.

Ensure individuals who use services are fully involved in the delivery of service

- In partnership with the Registered Manager promote and monitor the people we support and their involvement across area of responsibility

Compliance

- To support the Registered manager to ensure that all services delivered are compliant with the required external regulatory standards
- To support the Registered manager to ensure that all services delivered are compliant to contract
- As directed by the Registered Manager audit services regularly and report accordingly
- Recognise and encourage innovation across services for which you are responsible
- To ensure all medications are administered and checked appropriately.
- To contribute towards maintaining accurate records of the service expenditure and the finances of the individuals in accordance with the company's finance policy & procedures.

Supervisory Responsibility

- To provide leadership, advice and support to staff in the absence of the Registered Manager
- Supervise, mentor and act as a positive role model to staff team to ensure effective and efficient person centred service delivery to all people who use the service
- Conduct annual performance appraisals, supervisions and team meetings for the staff team, as directed by the Registered Manager
- To be responsible for the effective delivery of the induction programme, including the Care Certificate for new staff
- Motivate the staff team to drive and improve service delivery
- To plan the service rota and contribute to the resolution of staffing issues as required by the Home Manager.
- To ensure safe staffing levels always in collaboration with the Home Manager.
- To deploy staffing resources to best meet service users' needs considering the level of skills of the staff when required.
- To investigate, make decisions and take remedial action in respect of complaints, at the appropriate level and as indicated within the Complaints policy in the absence of the Registered Manager.

This job description should not be seen as all encompassing, and the post holder will be expected to undertake any other responsibilities appropriate to the post as identified by the company.

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Person Specification

Knowledge, Skills and Experience

| Area | Essential | Desirable | Evidence |
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| Professional Qualifications | NVQ Level 3 in social care | NVQ level 5 in social care | Application Form Interview Certificates |
| Knowledge | Knowledge of CQC standards and requirements; Safeguarding vulnerable adults, DOLS and other relevant procedures and legislation Health and safety – manual handling, food hygiene, medication | | Application Form Interview |
| Skills | MS office including word and excel. Team leading skills Able to communicate clearly in writing and in orally Able to adeptly build rapport with service users and their families Planning skills Attention to detail and demonstrating high standards | | Application Form Interview |
| Experience | Planning rotas and complex rostering Able to understand budgets | | Application Interview References |

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| Personal Qualities | Flexible approach to working hours – part of the on-call rota A positive role model to the rest of the staff team | | Interview |
| Other | Living within reasonable distance of service to be able to support on-call and out of hours | | Application Interview |