

Job Title: Senior Support Worker

Location:

Reports to: Registered Manager

Service Type: Supported Living & Residential Care for Adults with Learning Disabilities, Autism, and Mental Health Needs

Role Purpose:

At CareTech, we believe every person deserves the opportunity to lead a fulfilling life. We are committed to delivering exceptional care and support. Our care is person-centred, empowering, and respectful. It enables the people that we support to live “extraordinary days, every day”

Role Overview:

As a Senior Support Worker, you will supervise and lead a team of Support Workers in providing the highest standard of person-centred support and care to the people who use our services, whilst maintaining dignity and respect. You will enable the people that we support to lead as independent lives as possible, supporting them to reach their full potential. You will ensure that your actions and behaviours are aligned to our organisational values and are compliant with our policies and procedures, or regulators (CQC, CIW or equivalent) and local authority standards.

You will report to the Registered Manager and play the critical role in ensuring that the people we support remain at the heart of everything we do.

Quality

- Support people who use our service in achieving their outcomes, in the way that they choose.
- Develop person centred working relationships with the individuals we support, ensuring these meet their individual needs.
- Understand the importance of an individual’s person-centred support plan and use this effectively and professionally on a daily basis, in order to manage their needs and track progress against the goals.
- Participate in the reviewing, reassessing and changing of person-centred support plans, to ensure they are up to date and in line with the individual’s needs.
- Support individuals with their personal care needs as required, including physical care (e.g. bathing, toileting, dressing and feeding).
- Promote the health and wellbeing of the individual you support.
- Actively encourage and support meaningful activities, both inside and outside the service, in accordance with the individual’s interests, choices and needs.
- Support individuals to make appropriate choices regarding their nutritional needs and assist them in preparing meals as required.
- Accompany the individuals to medical appointments and any other appointments, as required.
- Ensure the environment is secure, clean and well presented, undertaking domestics chores and relevant checks, as necessary.



PERSON-CENTRED FRIENDLY INNOVATIVE POSITIVE EMPOWERING

- Accompany individuals on trips and holidays away, when required.
- Support individuals with understanding information as required, to enable them to have choice about the way they are supported.
- Support individuals with cognitive, physical or sensory impairments.
- Treat people with respect and dignity and uphold their human rights.
- Demonstrate empathy (understanding and compassion) for individuals you support.
- Perform any other duties necessary to support the person you care for, to work as a member of your team, to provide support, share information and carry out actions that may be deemed necessary within your service.
- Ensure that the storage, administration and recording of all medication are in accordance with the authorised healthcare specialist instructions and the organisational's policies and procedures.
- To record and report, and inform a Senior Manager of any incidents and accidents on the correct documentation and electronically in accordance with the organisational policies and procedures.
- Adhere to all safeguarding requirements and any procedures aimed at the protection of vulnerable adults.
- Carry out fire safety procedures when required.
- Write clearly and concisely in records and reports.
- Ensure you understand and adhere to organisational policies and procedures.
- Comply with the company's Health and Safety policies and procedures, ensuring all risk assessments are followed in line with the individual's support plan.
- Be aware of the role of the relevant care regulatory body, CQC or CIW (or equivalent).
- Maintain individuals' confidentiality at all times.
- Adhere to the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England, Scotland and Wales, and maintain excellent standards as a representative of CareTech, at all times.

People

- Lead and direct the day to day running of the service, ensuring that available resources are used effectively to enable the provision of a good quality service; this includes being the Senior on-call as and when required.
- To participate, as required, in the recruitment and selection of staff within an equal opportunities framework.
- To receive and give a comprehensive handover at the beginning and end of shift.
- Maintain communication with all stakeholders within the circle of support (e.g. families, medical professionals, Social Workers) and participate in meetings, as required.
- Record and document information accurately and professionally, in line with the organisational standards, including contributing towards support and session plans.
- Working as part of a team, sharing responsibility fairly and being supportive of others.
- To act as a mentor to others, and to commit to the development of your learning and practice, completing the mandatory training requirements, as well as completing any other training requirements for the role.
- Demonstrate the ability to learn and reflect on own work practices, sharing learning with your own team and across the wider organisation.
- To undertake regular supervisions with delegated staff and participate in the staff appraisal system for staff.



- Attend regular supervision meetings with your manager, participate in the organisation’s staff appraisal system and co-produce your own development plan.

Commercials

- To be responsible for the accurate recording and checking on monies of the people that we support in accordance with the organisational policies and procedures.
- To be responsible for the accurate recording and checking of the Service’s Petty Cash in accordance with the organisational policies and procedures.

Person Specification:

	Essential	Desirable
Skills & Competencies	<ul style="list-style-type: none"> • To possess good Leadership Skills. • Have the ability to work with individuals as part of a team and individually, and have the ability to use your own initiative. • Have good communication skills, be able to communicate clearly to service users in English and other communication methods, about the services available for them. • Display good listening skills. • To be able to work flexibly to cover the required shifts, including Senior On-Call. • Be able to record information accurately; both written and numerical. • Actively and positively respond to the changing needs of people receiving support. • Have the ability to reflect and implement learnings from real life experiences. • Use your initiative and prioritisation skills, to manage your time and tasks effectively. • Demonstrate tact, patience and understanding. • Have the ability to form and maintain effective working relationships, as part of a team. • Be willing and able to provide personal care to individuals. • Be resilient and have the ability to remain calm under pressure. • Demonstrate the ability to work proactively with individuals who may demonstrate challenging behaviour. • To have the ability to work with parents, carers and other support teams. • To be able to work flexibly, to cover the required shifts. • To have an empathetic approach to people we support. • Be committed to equal opportunities and anti-discriminatory practice. 	<ul style="list-style-type: none"> • Previous experience at a similar level or as a Grade 2 Support Worker.



<p>Experience & Qualifications</p>	<ul style="list-style-type: none"> • Diploma Level 2 in Health & Social Care (or equivalent). • Medication trained. • IT Literate, to include Word, Excel and Outlook. • An understanding of the principles of Health and Safety. • An awareness of safeguarding issues and legislation. 	<ul style="list-style-type: none"> • Full UK driving licence, for over 12 months. • Diploma Level 3 in Health & Social Care. • An interest and understanding of autism, learning disabilities and mental health. • An understanding of the principles of Health and Safety. • An awareness of safeguarding issues and legislation.
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