



JOB PROFILE

Post Title:	Senior Support Worker
Directorate:	Children & Adult Social Care
Responsible to:	Team Manager Supported Living and Respite Services
Responsible for:	All Support Workers at Piccolo Hill
Grade:	C

Job Purpose

To improve the lives of all within our community and help the island thrive by primarily being responsible for supporting the operational management for social care services at Piccolo Hill, Longwood; supported living and respite services for people with learning disabilities and non-learning disabilities. This will involve overseeing the day-to-day operations of the teams ensuring that resources are used efficiently and effectively and that the quality of care provided to service users meets required standards.

Main Duties and Responsibilities

The Senior Support Worker will have day-to-day responsibility for ensuring a high quality service for all service users at Piccolo Hill.

1. To share responsibility for ensuring that Supported Living and Respite Services teams provide appropriate support to the service users receiving services in a way that demonstrates a person-centred approach enabling them to live fulfilling lives. Ensuring that the interests of the service users are central to what happens in service users' respective homes and those living away from home whilst ensuring their views are respected, and where appropriate and safe to do so, acted upon. To ensure that service users have a clear voice in relation to how they live their lives and what outcomes they are seeking.
2. To share responsibility for ensuring that the teams are managed and supported in a way that ensures the privacy, respect and dignity of the service users at all times and to create a culture, which recognises Equal Opportunities for all.
3. To share responsibility for ensuring that all aspects of Health & Safety are effectively managed and any problems or shortfalls addressed are accelerated to line manager if necessary. Responsible for monitoring and responding to all reported accidents and incidents following agreed policies and procedures.



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4. To share responsibility for responding sensitively and appropriately to complaints and concerns expressed by relatives, carers, neighbours or the local community, ensuring that all complaints are dealt with in accordance with SHG policy and outcomes used to influence service improvements.
5. To share responsibility for ensuring all records relating to service users and their progress are accurate, updated and implemented in such a manner as to ensure high quality care, support and intervention all times.
6. To assist in the development and maintenance of a happy, stimulating and secure environment for all service users.
7. To share responsibility for providing relevant documentation and reports to the Team Manager of Supported Living and Respite Services as may be required.
8. To be part of an on-call management rotas which provides support and advice to staff as required; to include all services at Piccolo Hill on a rota basis as required by senior management.
9. To use SHG's performance management processes to provide management, supervision, support and guidance to all staff.
10. To promote a team approach so as to ensure consistency and continuity of care and ensure that staff responsibilities are fully implemented. This is to include holding regular team meetings, facilitate developmental opportunities and to ensure maximum attendance and participation.
11. To share responsibility for training of self and the staff ensuring that staff are up to date with relevant legalisation and policies, and that all learning is relevantly applied to practice.
12. To participate in recruitment and selection processes, as requested by the senior management team.
13. To attend internal or external case conferences, reviews and meetings, as required.

Special Conditions

1. To share responsibility for the medicine management of each service.
2. To support and supervise the formulation of care plans and monitor their implementation.



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3. To maintain effective systems for producing accurate information and monitoring statistical data in accordance with SHG's requirements.
4. Support the team manager in overseeing and authorising the duty rotas, and provide advice, guidance and support during out of hours as necessary. To participate in the on-call rota as and when required.
5. To work with the Team Manager in ensuring that all services and resources are effectively managed and utilised such as: petty cash, stationary, client pocket monies, clothing, birthday and Christmas allowances, any vehicles designated to each service, and provision of meals (*these examples are not exhaustive*)
6. To ensure that all team members under your direct supervision understand and carry out their delegated responsibilities to a consistently high standard.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Competency	Level
Professional Development: N/A	i
Planning & Delivery of Work: Work is delivered on time, efficiently and to the required standards with clarification sought when necessary and relevant parties kept up to date on progress. Ask questions to clarify expectations when necessary.	ii
Analysis and use of Information: Gathers, summarises and interprets information with attention to detail. Follows guideline for identifying problems and capable of resolving day-to-day problems	ii
Decision Making: Ability to act on own initiative and confident in making decisions within policy guidelines.	ii
Working with Others: Builds good working relationships and engages effectively with others to develop appropriate solutions/improvements.	ii
Communication: Good verbal and written communication and ability to record factual information accurately and present it clearly.	ii



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Influencing and Persuading: Encourages, provides and is receptive to constructive feedback to improve performance of self and team. Remains constructive when disagreeing or challenging and ensures alternative approaches to work are effective in meeting the organisation and individual needs.	ii
Dealing with Change: Flexible, adaptable and receptive to any change initiatives. Will support colleagues in understanding and embracing change by focusing on benefits to self and others.	ii
Continuous Improvement: Willing to learn and develop self and team in job role to work efficiently and effectively.	ii
Managing Resources: Responsible for the safekeeping of the Supported Accommodation equipment and other resources.	ii



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
Functional Skills Entry Level 1 in Maths and English or equivalent	E	✓	✓
Valid Drivers' Licence (Class A)	E	✓	✓
Completion of Care Certificate or equivalent, if not a willingness to complete this	E	✓	✓
Recognised qualification in ICT e.g. European Computer Drivers License	D	✓	✓
Knowledge & Experience:			
Knowledge of safeguarding to promote the welfare of vulnerable adults and help protect them from harm.	E	✓	✓
Experience of working with challenging behaviour and willingness to undertake ongoing training	E	✓	✓
Previous experience in working in a care environment and in report writing.	E	✓	✓
Six months experience of working with vulnerable adults, young people and children or demonstrable experience relevant to the role.	E	✓	✓
Skills and Abilities:			
Good interpersonal skill	E	✓	✓
Ability to adapt to work under pressure with good organisational skills	E	✓	✓
Demonstrates an ability to plan and implement person centred care based on the service users physical, emotional, social and spiritual well-being; and to take action in collaboration with the multi-disciplinary care team.	E	✓	✓
Demonstrates proficiency in verbal, nonverbal, and written skills and the use of the English language through a variety of communication methods: a. Written documentation – Electronic/paper service user chart and emails. b. Verbal communication – Telephone and in-person communication, etc.	E	✓	✓
Able to assess risk, takes a positive approach to risk, be able to balance service user rights and	E	✓	✓



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risks.			
Other:			
Willingness to work flexibly including early, late, night work and when required, long days. Willingness to work weekends and Bank Holidays as part of a rota. Flexibility to cover additional shifts as an emergency measure.	E	✓	✓
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E	✓	✓
Contribute to a positive working environment ensuring commitment to equality and diversity.	E	✓	✓
Compassionate and patient	E	✓	✓
Sense of humour	E	✓	✓
Determined, enthusiastic, respectful, tolerant	E	✓	✓
Ability to work on initiative and supervised.	E	✓	✓
Honest, trustworthy, conscientious and able to maintain confidentiality.	E	✓	✓
Positive, strength based approach towards people with impairments and/or disabilities.	E	✓	✓
Willingness to work flexibly – some evening work may be required.			
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.			
Contribute to a positive working environment ensuring commitment to equality and diversity.			

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.