



# JOB PROFILE

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<b>Post Title:</b>	Senior Support Worker
<b>Directorate:</b>	Children & Adult Social Care
<b>Responsible to:</b>	Team Manager Children's Residential home
<b>Responsible for:</b>	Staff at Children's residential home
<b>Grade:</b>	

## Job Purpose

To support the operations of the children's residential home, ensure the needs of all children are met This will involve overseeing the day-to-day operations of the team ensuring that resources are used efficiently and effectively and that the quality of care provided to children 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 children within the home

1. To share responsibility for ensuring that the children's residential home provide appropriate care for all residents
2. To share responsibility for ensuring that the team is managed and supported in a way that ensures they are able to carry out their duties on a daily basis
3. To share responsibility for ensuring that all aspects of Health & Safety are effectively managed and any problems are identified and reported to line manager if necessary. Responsible for monitoring and responding to all reported accidents and incidents following agreed policies and procedures.
4. To share responsibility for responding to involved professionals in a timely manner
5. To share responsibility for ensuring all records relating to residents is reviewed and updated accordingly
6. To support staff in the organising of weekly planner, to ensure the needs of children are met.



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7. To share responsibility for providing relevant documentation and reports to the line manager as may be required.
8. To be part of an on-call management rotas which provides support and advice to staff as required
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 share the responsibility for the facilitating of team meetings, facilitate 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 legislation 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 reviews and meetings, as required.

## Special Conditions

1. To share responsibility for the medication management of the service
2. To share responsibility for the monitoring of children's plans within the home, to ensure all staff are meeting the needs of children
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, pocket monies, clothing, birthday and Christmas allowances, any vehicles use and provision of meals (*these examples are not exhaustive*)



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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
<b>Professional Development:</b> N/A	i
<b>Planning &amp; Delivery of Work:</b> 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
<b>Analysis and use of Information:</b> Gathers, summarises and interprets information with attention to detail. Follows guideline for identifying problems and capable of resolving day-to-day problems	ii
<b>Decision Making:</b> Ability to act on own initiative and confident in making decisions within policy guidelines.	ii
<b>Working with Others:</b> Builds good working relationships and engages effectively with others to develop appropriate solutions/improvements.	ii
<b>Communication:</b> Good verbal and written communication and ability to record factual information accurately and present it clearly.	ii
<b>Influencing and Persuading:</b> 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
<b>Dealing with Change:</b> 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
<b>Continuous Improvement:</b> Willing to learn and develop self and team in job role to work efficiently and effectively.	ii
<b>Managing Resources:</b> Responsible for the safekeeping of the Supported Accommodation equipment and other resources.	ii



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## PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
<b>Qualifications:</b>			
Functional Skills Entry Level 1 in Maths and English or equivalent	E	✓	✓
Valid Drivers' Licence (Class A)	E	✓	✓
Recognised qualification in ICT e.g. European Computer Drivers License	D	✓	✓
<b>Knowledge &amp; Experience:</b>			
Knowledge of safeguarding to promote the welfare of children	E	✓	✓
Experience of working with challenging behaviour and willingness to undertake ongoing training	E	✓	✓
Previous experience in working with a care setting and in report writing.	E	✓	✓
Six months experience of working with vulnerable young people and children or demonstrable experience relevant to the role.	E	✓	✓
<b>Skills and Abilities:</b>			
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 child's physical, emotional, social and spiritual needs; 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: <ul style="list-style-type: none"> <li>a. Written documentation – Electronic/paper service user chart and emails.</li> <li>b. Verbal communication – Telephone and in-person communication, etc.</li> </ul>	E	✓	✓
Able to assess risk, takes a positive approach to risk, be able to balance service user rights and risks.	E	✓	✓



## PERSON SPECIFICATION

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	✓	✓
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/ night time 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.