



## JOB PROFILE

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<b>Post Title</b>	Senior Support Worker – Sheltered Housing
<b>Directorate</b>	Children & Adult Social Care
<b>Responsible to</b>	Sheltered Accommodation & Home Care Manager
<b>Responsible for</b>	None
<b>Grade</b>	C

### Job Purpose

Responsible to the Sheltered Accommodation & Home Care Manager for the provision of quality health and social care support for tenants requiring ancillary/on hand supervision at the sheltered accommodation sites. Supporting tenants to independently manage their own household and life in a person centred, empowering and positive manner in the safest environment possible. This will involve overseeing and managing the day to day operations of the sheltered site and any maintenance and/or emergency situations that may arise.

### Key Tasks

1. Provide ancillary assistance during day and night and on call as needed, working with colleagues and community networks to provide supports for tenants to continue to live independently in their own flat.
2. Ensure that all tenants' needs are met by assisting tenants to develop self-management skills as required on a daily basis. This could include personal hygiene, meal preparation, budgeting, medication and social interaction
3. To welcome new tenants to the premises and familiarise them and their families as appropriate with health and safety, emergency procedures and contract arrangements.
4. Liaise with families, health professionals, social workers and the Adult Service on tenant's behalf including contributing to care plans, case reviews, and medical observations with tenant's permission.
5. Be involved in reviews of care placements of tenants with multidisciplinary team at designated case conferences.
6. Assist tenants to have access to health activities and medical appointments when necessary and as requested by tenant, through organising appointments and transport.



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7. Participate fully in training, supervision and self-development opportunities as arranged with line manager and manage and supervise care workers in learning opportunities as appropriate in line with job roles and evidence based practice.
8. Assess and advocate for tenants who may need higher levels of assistance, liaising with the Social Care Officers and Adult Services team and as appropriate in conjunction with other services for example mental health, community nursing.
9. Take the lead in and manage accidents/incidents reporting and follow up with appropriate reporting procedure.
10. Take a 'zero tolerance' approach to abuse and report/address any concerns accordingly and appropriately document any incidents.
11. Responsible for arranging with tenants and family/friends, social activities and outings on a weekly basis as appropriate, promoting tenants quality of life and active and healthy living.

### Key Responsibilities

1. Respond to tenants needs in ways that respect their dignity, values and right to self-determination.
2. Work autonomously providing supervision for all tenants to promote, monitor and maintain best practice ensuring quality standards are achieved.
3. Perform daily checks on well-being of each resident and give support when needed to facilitate self-management and independent living.
4. Responsible for health and safety within the sheltered accommodation site including the safe custody of medications, equipment and supplies.
5. Ensure all equipment is maintained and buildings and surrounding areas kept in a safe condition.
6. Report and organise essential maintenance, repairs, fire, health and safety of Sheltered Housing Complex in line with the Children & Adult Social Care Directorate, policies and procedures and liaising with manager as necessary.

### Core Competencies

- Professional Development

*Requirements for Continuous Professional Development met and when necessary submitted to Professional institute in order to continue recognition of professional status.*

- Planning & Delivery of Work

*Work is delivered on time, efficiently and to the required quality standards with clarification sought when necessary and relevant parties kept up to date on progress.*



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- Analysis and use of Information

*Gathers, summarises and interprets data with attention to detail. Follows guideline for identifying problems and capable of resolving day-to-day problems.*

- Decision Making

*Ability to act on own initiative and confident in making decisions within policy guidelines.*

- Working with Others

*Builds good working relationships and engages effectively with others to develop appropriate solutions/improvements.*

- Communication

*Ensure important messages are understood and written communications are well structured and have clear meaning. Presents information that have a positive impact on others and engages with them to understand their needs*

- Influencing and Persuading

*Team player, receptive to constructive feedback and seeks clarification when necessary. Confident in expressing difference of opinion in a constructive manner.*

- 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.*

- Continuous Improvement

*Willing to learn and develop in job role. Keeps up to date with developments in directorate and anticipates how this may affect the current situation. Creates an environment that supports others to improve the way they work.*

- Managing Resources

*Works within appropriate guidelines and capable of dealing with varied situations with limited guidance.*

### Special Conditions

- Potential exposure to body/communicable diseases
- Potential exposure to irate/awkward people

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.



## PERSON SPECIFICATION

### Qualifications, skills, abilities, experience and competencies required for the role

	Essential/ Desirable	Application	Interview	Assessed
<b>Qualifications</b>				
GCSE in English Grade C or above or equivalent qualification	E	✓		
NVQ Level 3 in Health & Social Care or equivalent qualification or currently working towards this qualification	E	✓		
<b>Skills &amp; Abilities</b>				
Intermediate Analysis of Information	E		✓	✓
Able to produce accurate and clear written communication	E	✓		✓
Good negotiation skills when dealing with clients	E		✓	✓
Able to maintain confidentiality	E		✓	
Have good communication skills. Be a good listener and be able to communicate clearly and effectively orally or by a method that is understood by all residents	E		✓	✓
Ability to receive and understand information effectively	E		✓	✓
Good organisational skills and ability to work to a high standard	E		✓	✓
Good interpersonal and people management skills to deal with clients from diverse backgrounds	E	✓	✓	✓
<b>Experience</b>				
Minimum 2 years previous experience in working with older persons or people with special care needs.	E	✓	✓	
Experience managing community services, residential or sheltered sites.	D	✓	✓	



## PERSON SPECIFICATION

<b>Core Competencies</b>				
Professional Development (iii)	E			
Planning and Delivery of Work (iii)	E			
Analysis and use of Information (iii)	E			
Decision Making (iv)	E			
Working with Others (iii)	E			
Communication (iv)	E			
Influencing and Persuading (iii)	E			
Dealing with Change (iv)	E			
Continuous Improvement (iv)	E			
Managing Resources (iv)	E			
<b>(As per job profile)</b>				
<b>Job Competencies</b>				
Knowledgeable in relevant policies and procedures	E			
<b>Personal attributes</b>				
Highly self-motivated	E		✓	✓
Good team player	E		✓	✓
Ability to apply objective judgement	E		✓	✓
Responsive to change	E		✓	✓
Ability to be creative when assisting with preparing care plans and assessing client needs	E		✓	✓
Be honest and trustworthy	E		✓	✓
Able to empathise with people	E		✓	✓