

POST TITLE: Senior Support Worker

RESPONSIBLE TO: Nurse in Charge

REPORTING TO: Head of Care

JOB DESCRIPTION

PURPOSE AND SUMMARY OF JOB:

To lead members of the Support Worker team under the direction of the clinical team. Providing provision of care; ensuring clients retain as much of their dignity and individuality as possible as well as being involved in the general activities of the Hospital / Unit.

MAIN DUTIES AND RESPONSIBILITIES:

1. To develop and maintain professional relationships with each individual and other staff at your establishment and throughout the company.
2. To do everything possible to maintain a safe, clean and enjoyable environment to live and work in, this will involve domestic duties.
3. To learn about each individual's specific needs and help meet those needs in the most appropriate way following all policies and procedures.
4. To assist each individual with their medical and welfare needs and to report as required, which may include the administration of emergency 'when required' medication.
5. To support each individual to maintain their personal cleanliness, general hygiene and appearance, this may include intimate care, following individual care plans.
6. To keep up to date with all communication/information systems.
7. To support the preparation of review reports and attend reviews and other meetings as may be requested.
8. To undertake key-working responsibilities for individuals accessing the service.
9. To support each individual towards managing their own behaviour by using the skills and approved approaches. To evidence a sound working knowledge and understanding of care and behavior support plans and risk assessments.
10. To promote equality, acknowledging individual differences and uphold the rights and responsibilities of each individual and staff team members.

JOB SPECIFICATION



11. Do everything possible to safeguard each individual from any form of abuse from staff, visitors or each other.
12. To develop and maintain accurate reports and keep written records for monitoring purposes as required.
13. To attend all training as required and be prepared to achieve qualifications appropriate to the role at any particular time as specified by the company.
14. To actively promote service user engagement and participation in planned on and off-site activities and to ensure the activity is well evidenced and fully recorded.
15. Attend work reliably and punctually and to follow a work pattern as required to fulfill the role which will include early mornings, evenings, weekends and Bank Holidays and be prepared to work overtime if the need arises to maintain the quality standard.
16. To support each individual when preparing for and undergoing any transfer from one service to another.
17. Ensure that you keep yourself up to date with all procedures and policy changes.
18. To drive company vehicle and transport each individual following training and assessment (for this you will need to hold a full driving license).
19. You have a duty (under Health & Safety Legislation) to take reasonable care for the health and safety of yourself and of others. This means having an understanding of hazards in the workplace, comply with safety rules and procedures and ensure that anything you do or don't do puts yourself or others at risk. This includes contributing to a safe and secure environment for our each individual.
20. To ensure all complaints or concerns expressed with regard to the service are recorded and reported to the Registered Manager as soon as possible.
21. To ensure all documentation is completed in relation to petty cash or each individual's personal finance is recorded accurately.
22. To undertake formal supervision of Support Workers.
23. To support induction for new Support Workers.
24. To ensure handovers are completed at the end of each shift. Also all relevant documentation is completed accordingly at the end of each shift or as appropriate.
25. To ensure that all individuals' medication is administered correctly and that any discrepancy or error is reported to the Registered Manager/Deputy Head of Care as soon as possible.
26. To form part of the multi-disciplinary team working with individuals.

27. Undertake any other additional duties as required, which are relevant to the post.

GENERAL

28. To attend for work reliably and punctually and to follow a work pattern as required to fulfil the role which may include working overtime if the need arises.
29. To know where to access Cygnet Health Care policies, to keep yourself up to date with all procedures and policy changes and to be aware of and follow their contents.
30. To remain vigilant and do everything possible to protect individuals in our care and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to manage/investigate any incident of this nature you witness, which is brought to your attention or suspect.
31. To develop own practice through the supervision and appraisal process, ensuring your continuous professional development needs are identified and addressed.
32. Use an appropriate level of confidentiality where personal information is involved with regard to both individuals in our care and employees.
33. To ensure that people with whom you have contact have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities, including the right not to be discriminated against, as set out in law and by Cygnet Health Care policies.
34. To contribute fully to effective team working by striving to build and maintain positive relationships.
35. To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.

HEALTH AND SAFETY

36. To contribute to the maintenance of safe and secure learning and care environments. This includes taking the appropriate action in the event of an emergency.
37. A duty exists (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to evaluate and take action to reduce the risks. It is expected that you comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk.

SAFEGUARDING

38. It is everyone's responsibility to ensure that everything possible is done to protect individuals in our care from abuse of a physical, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect

The contribution of this role:

39. The way in which this role is carried out will have a direct and highly significant effect on the quality of the entire service provided by the company, and bear directly on how well-equipped teams feel to carry out the jobs they are employed to do.
40. You will therefore be making a very important contribution to other employees, to matters affecting individuals in our care and their experience of with us, and to the reputation and achievements of all establishments and the Cygnet Health Care as a whole.

PERSON SPECIFICATION

In order to fulfil the role of Senior Support Worker to the required standard, individuals will require the following knowledge, skills, experience and abilities:

1. Basic understanding / knowledge of learning disabilities and mental health.
2. Able to assess the general health, safety and welfare of each individual.
3. Awareness of what equal opportunities and discrimination are and how it can be prevented.
4. Awareness of local safeguarding procedures and the Mental Capacity Act.
5. Awareness of what effective teamwork is.
6. Ability to follow a work pattern and attend work punctually and reliably.
7. Ability to participate in training and development to enable the job to be done to the required standard.
8. Ability to work as directed and complete tasks reliably and to the required standard.
9. Ability to participate in and lead indoor & outdoor activities.
10. To be able to communicate clearly and easily with each individual and others in a variety of ways.
11. Ability to read and understand written work and to write clear and accurate reports/notes.

JOB SPECIFICATION



- 12. Ability to form appropriate professional relationships with each individual and others involved in their care.
- 13. Awareness of up to date regulatory requirements

This Job Description indicates the main duties and responsibilities of the post and it is not intended as an exhaustive list.

JobholderSigned Date:

ManagerSigned Date: