

JOB DESCRIPTION

Job Title	Senior Support Worker - Level 3
Accountable to	Support Manager
Location	Belong Village Community Households

KEY OBJECTIVES

- To ensure that services provided meet with national and organisational standards and uphold the core values of Belong
- To provide leadership and coaching to members of the support worker team.
- To provide physical, emotional, psychological and social support for Belong customers in a way which maintains and respects the privacy, dignity and lifestyle of the person receiving care and support

SUPPORTING OBJECTIVES

Service Delivery

- To ensure that the support customers require is assessed so as to ensure that the appropriate level of supervision, prompting or assistance is provided with showering, toileting, dressing etc is provided in order to retain their skills and independence.
- To ensure that the support customers require to take any prescribed medication safely is assessed, monitored and reviewed to maximise their independence and is in accordance with Belongs policy and procedures.
- To ensure that the support customers require to maintain their nutrition and hydration is appropriately assessed, monitored and reviewed to ensure the appropriate level of supervision, prompting, or assistance is provided with food shopping, preparation, cooking, eating and drinking etc in order to retain their skills and independence.
- To ensure that the support customers require in maintaining their household is assessed and the appropriate level of supervision, prompting or assistance provided with light cleaning duties and personal laundry in a manner that maintains their independence.
- To ensure that the support customers need to maintain their social and health care appointments is assessed to ensure that they receive the appropriate level of support.
- To ensure that the support customers receive to maintain contact with family, friends and others significant to them is assessed and the Life Style Companion is supported in their role as a link person.
- To ensure that the support customers require to enhance their social network is assessed and the appropriate support provided to ensure that they can access social, educational and recreational activities within the wider Belong community in accordance with their needs.
- To ensure that the support customers need to enable them to identify and communicate their needs and lifestyle choices is identified so that they can contribute to the development and review of their Life Plan.
- To ensure that the support provided takes into the account customers capacity to make decisions and ensures that they a 'best interest' advocate is appointed to act on their behalf as appropriate.
- To ensure that the support provided takes into account any health and safety risks in partnership with the customer and their representatives, evidences the benefits versus risk involved and promotes independence, rights and choices.
- To ensure that the support provided to customers is confidential and information is only shared within agreed professional boundaries on a need to know basis.
- To ensure that customers receive timely access to other health and social care services in response to changing needs and health care emergencies.

Team Leadership & Participation

- To work closely with the Support Manager to investigate and respond to any complaints.
- To contribute to reviewing ones own and others performance to ensure that Belong delivers on its vision strategy and values.
- To develop effective working relationships with Belong team members and other health and social care professionals working within the Belong community.
- To ensure that the village is a safe place to live, work and visit by adhering to health & safety procedures and reporting defects and /or non compliance.
- To inform the Support Manager or out of hours on-call manager of any problems that may pose a risk to the health, safety and well-being of customers and/or team members.
- To participate in a flexible working team to ensure that working rotas maintain safe minimum staffing levels at all times.
- To carry out any other reasonable task as directed by the Support Manager.

Learning & Development

- To undertake learning and development that has a legal or organisational requirement.
- To keep up to date with best practice as part of an ongoing personal development plan.
- To contribute to the organisations performance management and review process by developing and maintaining a portfolio of evidence against key objectives and customer care outcomes.
- To support the development of others by providing coaching and supervision.
- To act as a mentor for any new staff as requested by the Support Manager.

PERSON SPECIFICATION

JOB TITLE: Senior Support Worker – Level 3

FACTORS	ESSENTIAL	DESIRABLE
Special Qualities / Personal Attributes	<ol style="list-style-type: none"> 1. Warm, patient and compassionate but also emotionally resilient and calm under pressure. 2. Reliable, honest and trustworthy. 3. Tactful, diplomatic and accommodating of others views. 4. Open minded and non judgemental of others differences. 5. Enthusiastic and positive 'can do' attitude when encountering a new situation. 6. Willing and motivated to learn and develop self and others. 7. Respectful of others and a positive attitude to the older generation and what they can have contribute to the community. 8. Passionate and committed to the Belong Mission and Values. 9. Advocates for the customer best interests by confronting poor practice and challenging the views of others. 10. Mature and professional approach. 11. Willing to take a risk by trying out new ideas or approaches to improve the service to customers. 	
Skills & Abilities	<ol style="list-style-type: none"> 12. Works independently and supports team members to ensure the customers needs are met. 13. Prioritises own and others work on the basis of importance and/or risk to ensure that tasks are completed to the required standard and in a timely manner. 14. Accepts responsibility for ones own actions and behaviour and those of others and takes appropriate action to improve individual and team performance where practice contravenes organisation policies, procedures, standards and values. 15. Obtains, receives, conveys and records information clearly, concisely and accurately 16. Develops positive and professional relationships with team members, customers, families, carers, and other health and social care professionals. 17. Weighs up risk v's the benefits to a customers well-being in being able to continue to pursue an activity and develops with the customer a life plan that supports this. 18. Sensitively and creatively supports customers to resolve their problems/difficulties in response to their changing needs and aspirations. 19. Maintains communication with customers whose speech, hearing, sight or mental faculties are impaired. 20. Recognises when information should be shared and with whom and where it is important to maintain confidentiality. 21. Recognises the boundaries of ones own role, responsibilities and competence and seeks appropriate help and advice to minimise risk to self and others. 22. Supports customers to live their life and maintain their household by undertaking 	<p>26. Holds a current driving license and access to a vehicle (Essential for Belong at Home Support Workers Only).</p>

	<p>a range of household tasks e.g., shopping, food preparation, cooking, cleaning...</p> <p>23. Identifies and accesses appropriate advice and support to maintain and enhance customer's health and well-being.</p> <p>24. Provides leadership support by providing support, direction and coaching to individual Members of the team to enable them to meet customer needs and aspirations.</p> <p>25. Uses e-mail; Internet and Microsoft Office applications.</p>	
Experience	<p>27. Providing physical, emotional and psychological support for another person in a personal, volunteer or paid work situation (e.g. a frail elderly relative or friend, a child or adult with a disability or someone with a terminal illness).</p> <p>28. Supporting the development of others through coaching and/or supervision.</p>	<p>29. Supporting people to obtain and take their prescribed medication safely.</p> <p>30. Working independently with minimal supervision.</p> <p>31. Working in domiciliary care, independent living or other enabling services.</p> <p>32. Supporting people who have a dementia.</p> <p>33. Undertaking assessment of care and support needs and of drawing up care/support plans in conjunction with customers and others who represent them.</p> <p>34. Leading teams in a customer care focused service.</p>
Knowledge	<p>35. Understands the different ways in which the ageing process, disease and disability may Impact on individuals and those significant to them.</p> <p>36. Appreciates the importance of supporting people to maintain their relationships and ability to participate through sensory impairment or lack of cognitive functions.</p> <p>37. Recognises behaviours as a form of communication and is able to describe the different ways in which communication takes place and how to support a customer to maintain and enhance communication where this is compromised by disability.</p> <p>38. Promotes the rights and choices of customers as equal citizens and recognises the ways In which these can be taken away from a person in a care situation and what action to take.</p> <p>39. Appreciates the importance of promoting effective team work and relationships and recognises how this may impact on the quality of service delivered to customers and on the morale of the team.</p> <p>40. Recognises the boundaries of the role and the limits of ones own professional knowledge and skills and when advice and support should be sought.</p>	<p>41. First Aid - 4 day.</p> <p>42. Basic Food Hygiene.</p> <p>43. Coaching / NVQ Assessor or Adult Teaching Qualification.</p> <p>44. NVQ 3 or equivalent qualification in Health and/ or Social Care.</p> <p>45. Knowledge of other health and social care services and how to access them for advice and support.</p>

Senior Support Worker Information Pack

Contents:

- The role, and how it supports the delivery of Belong's vision.
- The recruitment, selection and induction process.
- The job description.
- The person specification, outlining the criteria for selection.
- The methods that will be used to assess candidate's suitability.
- The Belong values in action.
- The application form.
- The equal opportunities monitoring form.

1. About the role

Belong's vision seeks to meet the needs and aspirations of our customers by supporting older people to live their lives through the creation of unique village communities. It sets out to deliver this through the development and delivery of bespoke packages of care and support, wherever the older person chooses to live, whether this is in their existing home within the community that Belong serves or within one of our village schemes. A Belong customer therefore may be someone we support 'at home,' in one of the village apartments, or in one of the village's specialist care households.

To ensure that we deliver on our vision, Belong has adopted a multi-skilled and team focused staffing model that relies on individual and teams being flexible and responsive to the changing needs of our customers. This can only be truly achieved when demarcation of staff roles is at a minimum. The building of relationships both with the older person and their family is of great importance in being able to provide appropriate care and support and this is promoted, through the role of support worker as a Belong Life Style Companion. The multi-skilling of staff ensures that disruptions to our customer's lives are kept to a minimum, with familiar staff tending to all the person's needs, wherever they live. This approach will help to reduce the need for many people to provide different aspects of care and support which can lead to increased stress, anxiety and confusion, particularly, for a person who has a dementia. Therefore selecting people who are both willing and able to support our customers throughout their life journey with us is advantageous.

There will be no such thing as a typical day, senior support workers need to be multi-skilled and able to multi-task in order to juggle the needs and wants of our customers and provide coaching and support to team members to enable them to do the same! The work will involve providing intimate personal care such as bathing, toileting and dressing and domestic support for example, assisting a person to undertake tasks like, shopping, cooking and cleaning (much like you would do in your own home!), to accompanying on a trip to the theatre, a special place of interest, or to a football match! In doing so, support workers will need to feel confident and capable of supporting our customers to do what ever they want and need to do, in a way that promotes their abilities and ensures their dignity and respect is maintained. This requires that senior support workers can model the attitude and behaviours that ensures our customers feel safe, secure and reassured by the support that they receive. Senior support workers will ensure that the care and support required is delivered in a manner and style that complies with organisational and legislative standards and they will do this by continually interpreting, describing and modelling the actions and behaviours that underpin our values and approach to supporting our customers to other members of the team.

This is truly a wonderful opportunity to be part of a unique, innovative service to the community, and potentially offers a rewarding career for anyone who is a caring person. So, if you have a passion to care and serve older people, are flexible in your approach to work and kindness and common sense are your greatest qualities we'd love for you to apply! In return for your commitment to providing the best service to our customers, Belong will ensure that you receive the support; opportunities, training and responsibility that you need to deliver on your objectives and enjoy what is a satisfying, creative and rewarding role.

2. The Recruitment, Selection, Induction and Probation Process

Recruitment Session:

Belong seeks to attract people who value older people and can demonstrate this through their attitude and behaviours. A core value of Belong, is that we 'take the lead from our customer'. Job descriptions and person specifications have been drawn up in consultation with our customers, and our selection process designed to ensure that older people and those that represent their interests, as relatives, friends and professional carers are fully involved in the selection of new team members.

All shortlisted candidates will therefore need to be prepared to attend for a full day at one of our Belong village schemes. The selection day provides candidates with the opportunity to view our facilities and meet with residents, relatives, other caring members of the Belong community. Candidates invited to attend for the day, will receive a presentation on the purpose and values which underpin the design and operation of this awarding winning development for older people. The day also enables members of the selection panel to gain insight into each candidate as 'a person' and provides the opportunity for candidates to find out more about Belong and to come to a decision on whether this is the role they have been looking for!

The success of all applications will be determined by the feedback we receive from the members of the selection panel, so prior to the selection day, candidates are advised to have given some thought as to what they feel they can bring to the role of support worker and how they feel they can personally contribute to supporting the Belong team to deliver on the Belong vision, strategy and underpinning values.

Employment Checks:

On the selection panel's decision to offer a candidate employment with Belong, this will be subject to candidates satisfying the necessary employment checks. Successful candidates will therefore be required to come into their Belong village within a week of being notified of their conditional offer of employment, and to bring with them the necessary information that is required for us to obtain a satisfactory Enhanced Criminal Records Bureau Check, References and Medical Clearance.

Induction and Probation:

Confirmation of employment for all new members of the Belong team is subject to satisfactory completion of a probationary period. Newly appointed team members are therefore required to attend in full, and satisfy the performance standards required of them during their induction programme. The induction and probationary period should be seen by new team members as an opportunity to demonstrate their potential for fulfilling their role.