

JOB DESCRIPTION



Job title: Senior Support Worker (Nights)

Accountable to Lead Senior Support Worker

MAIN RESPONSIBILITIES

- To provide support and personal care to customers at night as specified in their life plans
- To work in accordance with Belong standards and values; ensuring a culture and environment where people feel supported and valued
- Ensuring a safe and caring environment which promotes sleep and relaxation and which underpins customers' physical, emotional and psychological wellbeing.

SUPPORTING RESPONSIBILITIES

- To provide a high standard of care and support over-night, including personal/intimate care, supporting with mobility and emotional and physical wellbeing, providing or assisting with refreshment, reassurance or simply providing company, as specified in their life plan
- Ensure customer needs are identified, agreed, assessed and regularly reviewed through their life plans,
- Be responsible for administration of medication in accordance with Belong policies
- Be responsible for the ordering, storing and administration of medication in accordance with Belong policies
- Support customers eating and drinking as may be required during the night
- Ensure the household and rooms are kept clean and tidy, and undertake certain domestic duties which can be performed during night hours
- Deal with unexpected emergencies and maintain the smooth running of a household
- To work as a team with day colleagues in assisting customers to bed or assisting in the morning according to their needs and choices
- Ensure staffing levels are maintained identifying cover through the rota where required
- Resolve complaints/ customer feedback initially within the household, support with investigations as required
- Contribute and work collaboratively as a team member and establish good working relationships with colleagues, customers, professionals and visitors
- Maintain customers individual aids and equipment e.g. glasses, wheelchairs, dentures
- Ensure all household equipment and furniture is in good working order; reporting defects immediately
- Carry out moving and handling with the use of aids and equipment where required
- Ensure relevant infection prevention and control procedures are followed at all times
- Inform manager of any problems that may pose a risk to health, safety and wellbeing of customers/ team
- Where safeguarding concerns are raised/ identified ensure the 'Safeguarding Vulnerable Adults' policy is instigated including reporting to local authority safeguarding team as required

General

- Maintain the confidentiality of information
- Promote and ensure the good reputation of Belong
- Complete and maintain records as required
- Attend and constructively contribute to meetings relevant to your role
- Be responsible for your own personal development and undertake learning & development relevant to this role
- Ensure that Belong is a safe place to live and work by following safe practices and responding to emergencies as required
- Adhere to all Belong policies and procedures
- To act as a mentor for other team members, supporting their development where required (e.g. new colleagues)
- Carry out any other tasks reasonably assigned to you

This job description indicates the main responsibilities and duties of the post and isn't an exhaustive list.

PERSON SPECIFICATION – Senior Support Worker (Nights)		Essential	Desirable	Method
1	Demonstrates personal qualities to deliver belong vision and values	✓		A/I
2	Communicates clearly and concisely using a range of methods to a variety of people with different needs and abilities	✓		A/I
3	Experience of working alone, ensuring the customers' needs are met	✓		A/I
4	Prioritises own work, ensuring completed to the required standard and in a timely manner	✓		
5	Experience of carrying out care and support assessments and producing life plans	✓		A/I
6	Experience of providing support for people with dementia, disability or a long term illness in a health/social care environment	✓		I
7	Competent at assessing risk versus the benefits to a customer's well-being and minimising risks to self and others	✓		A/I
8	Understands the requirement to adapt communication when hearing, sight and/or mental faculties are impaired	✓		A/I
9	Aware of how ageing and disability may impact on individuals and those significant to them	✓		A/I
10	Experience of administering medications	✓		A/I
11	Good customer care focus with a desire to support others	✓		A/I
12	Ability to undertake domestic tasks including food preparation, cooking and cleaning for groups of people		✓	A
11	Ability to undertake moving & handling of people and loads, which may involve using specialist equipment	✓		A/I
12	Reliable and able to fulfil contracted hours and work patterns e.g. days, evenings, weekends, nights etc.	✓		A
13	Diploma/NVQ 3 in Health and Social Care or equivalent or working/prepared to work towards	✓		C/I
14	Holds a current driving license and access to a vehicle		✓	A
Key: Assessment Method – A= Application C = Certificate I = Interview T = Test				