

JOB DESCRIPTION



Job title: Senior Support Worker

Accountable to Lead Senior Support Worker

MAIN RESPONSIBILITIES

- Be a role model for excellent practice by leading and coaching the household team; ensuring an environment where people feel supported and valued
- Provide support and personal care to customers 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

SUPPORTING RESPONSIBILITIES

- Ensure customer needs are identified, agreed, assessed and regularly reviewed through their life plans, involving team members and customers where appropriate, and acting as a companion and as a best interest advocate
- Support customers to maintain a high standard of personal and intimate care, hygiene and physical wellbeing
- Be responsible for the ordering, storing and administration of medication in accordance with Belong policies
- Ensure customers access and receive the appropriate input from health/ social services
- Chair customer, relative and household team meetings where required
- 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
- Conduct 1 to 1's and appraisal with allocated team members as required
- Support customers with food shopping, preparing / cooking meals, eating & drinking
- Support customers to make, prepare for and attend appointments where required
- Ensure appropriate activities are carried out and customers supported to participate
- Work with families, friends and carers to support customers to develop and maintain relationships and be involved in their local community
- Contribute and work collaboratively as a team member and establish good working relationships with colleagues, customers, professionals and visitors
- Ensure the household and rooms are kept clean and tidy, involving customers where appropriate
- 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		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 leading a team, ensuring the customers’ needs are met and team goals are achieved	✓		A/I
4	Prioritises own and others’ 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, and is able to coach team members to adapt, communication when hearing, sight and/or mental faculties are impaired	✓		A/I
9	Aware of and able to coach team members on 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			