

H. W. C. G. S Care Ltd

JOB TITLE - Senior Support Worker

REPORTS TO - Manager / Team Leader

JOB PURPOSE:

To work as senior member of the team in the provision of care and support services for people with mental illness, learning disabilities, autism and/or behaviours that may challenge; which aims to maximise the potential of individuals in line with ordinary life principles. To take charge of the home in absence of the Home Manager and Team Leader.

SKILLS / ABILITIES:

Required:

- * Proven ability to work on own initiative and work as part of a team
- * Knowledge and understanding of issues relating to people with needs described in the job purpose.
- * A commitment to a service which provides support to vulnerable individuals, and which is respectful and according to the individuals' wishes
- * Good communication skills (written and verbal). Ability to communicate effectively with Clients, colleagues, Managers and other persons with a legitimate interest in the project
- * Commitment to training and development

Desired:

- * Flexible and innovative approach to working
- * Knowledge of care planning systems
- * Decision-making and problem-solving skills

EXPERIENCE

Required:

- * Experience of working in a support, and multi-disciplinary, setting

Desired:

- * Experience of a supervisory role
- * Minimum of six months working in a similar setting

EDUCATION, SPECIALIST KNOWLEDGE & QUALIFICATIONS

Required:

- * Good general education
- * Working knowledge of health and safety issues
- * NVQ Level 2/3 in social care (or must be willing to work towards and achieve minimum of Level 3 within a given timescale)

Desired:

- * Knowledge of regulatory framework of service provision including Care Standards Act
- * Mandatory training qualifications e.g. fire safety, first aid, food hygiene, manual handling, and Health & Safety awareness

OTHER

Required:

- * Satisfactory Police Check and check against the POVA List
- * Self-motivation and flexibility
- * Commitment to the aims & objectives of the service.
- * Knowledge and commitment regarding Equal Opportunities
- * A commitment to undertake training and development as required
- * Honesty, reliability and trustworthiness

Desired:

- * Car driver, and ability to drive vehicle where applicable

MAIN RESPONSIBILITIES

Care:

- 1) Undertake expected working hours as indicated by company rota and undertake sleep-in duties as required.
- 2) Assist in the implementation of the philosophies and policies of the company to minimise the effects of the Clients' complex needs.
- 3) Assist in ensuring that each Client has their needs met through effective assessment and care planning. Review and monitor care plans.
- 4) Support and participate in Clients' social and recreational activities in line with Client care plans, including day trips and holidays.
- 5) Act as a Key worker to an individual Client, taking on responsibility for specified areas of care and support. This includes ensuring all medical needs are met and supporting the Client to advocate his/her own needs and wishes.
- 6) Facilitate and support Clients in decision making. Promote choice and involvement,
- 7) Ensure all Staff Members work in a way that demonstrates an understanding and commitment to the rights of people in service.
- 8) Consistently apply non-aversive strategies developed in response to challenging behaviours, and contribute to the review and development of any such strategies.
- 9) Encourage and enable Clients to maintain acceptable levels of personal and environmental hygiene.
- 10) Liaise with other agencies/professionals as necessary in conjunction with Team Leader.
- 11) Record information about Clients and ensure communication with Staff Members.
- 12) . Once trained, administer medication in accordance with Company policies and procedures, and ensure that medical emergencies are dealt with appropriately. Adhere to the Company's medication policy at all times.
- 13) . Ensure that Clients' personal property, bedspace and clothing is maintained to a high standard..
- 14) Promote good practice in the team in accordance with ordinary life principles, and in line with all Company policies and procedures.
- 15) Practice maximum integrity in all dealings with Clients' personal and financial affairs, and avoid abuse of the privileged relationship that exists with Clients.

Communication:

- 16) Participate in Staff and Client meetings as and when required.
- 17) Delegate tasks to Support Workers and monitor their effective implementation in conjunction with the company.

Training and Development:

- 18) Assist the Team Leader in the induction of new Staff Members and the provision of in-house training, as delegated to do so.
- 19) Maintain professional knowledge and competence.
- 20) Attend mandatory training days/courses, on or off site, as and when required.

Health & Safety:

- 21) Report immediately to the Home Manager, or Person in Charge, any illness of an infectious nature or accident incurred by a Client, colleague, self or another.
- 22) Understand, and ensure the implementation of, the Company's Health and Safety policy, and Emergency and Fire procedures.
- 23) Report any faulty appliances, damaged furniture, equipment or any potential hazard.
- 24) Promote safe working practice within the Care Centre.

General:

- 25) Assist in maintaining financial records in line with Company policies and procedures.
- 26) Assist the Team Leader in reviews of service delivery standards, and in developing best policy and practice that meets Clients' needs.
- 27) Carry out administrative tasks as and when required.
- 28) Make Visitors feel welcome. Provide refreshments/assistance as and when required.
- 29) Promote and ensure the good reputation of the company.
- 30) Ensure that all information of confidential nature gained in the course of duty is not divulged to third parties.
- 31) Notify the Home Manager, or the Person in Charge, as soon as possible of your inability to report for duty, and also on your return to work from all periods of absence.
- 32) Ensure the security of the Care Centre is maintained at all times.
- 33) Adhere to all Company policies and procedures within the defined timescales.
- 34) Ensure all equipment is clean and well maintained.
- 35) Carry out any other tasks that may be reasonably assigned to you.

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

HWCGS Care reserves the right to amend this Job Description from time to time, according to business needs. Any changes will be confirmed in writing. Please note that you share with HWCGS Care the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.