

## **Job Description**

### **Senior Support Worker**

#### **General Scope of the Post**

Lead and coach the household team to ensure that services provided meet The Orders of St John Care Trust Standards and values.

To be a role model for excellent practice through providing physical, emotional, psychological and social support for The Trusts customers in a way which maintains and respects the privacy, dignity and lifestyle of the person receiving care and support.

#### **Principal Duties**

- Ensure customer needs are identified, agreed, assessed and regularly reviewed through their personal plan involving team members and customers where appropriate.
- Support customers to maintain a high standard of personal care including intimate care, hygiene and physical wellbeing.
- Complete, review and evaluate records and to notify and involve relevant individuals as required.
- Control and administer medicines in accordance with policy and procedure.
- Ensure customers access and receive the appropriate input from health and social services.
- Ensure staffing levels are maintained identifying cover through the rota including emergency cover where required to ensure continuity of care.
- Conduct supervisions and PDR's to allocated team members as required.
- Ensure end of life and safeguarding procedures are actioned as appropriate.
- Undertake and support customers with food shopping, preparing/cooking meals where appropriate, and nutritional needs.
- Ensure appropriate activities are carried out and customers supported to participate as required.
- Support customers to develop and maintain relationships and are involved in their local community.
- Act as a companion and a "best interest advocate" where required.
- Contribute and work collaboratively as a team member and establish good working relationships with colleagues, customers, professionals, and visitors.
- Work on resolving complaints/customer feedback initially within the household and support the manager with investigations where required.
- Support customers to make, prepare for and attend appointments where required.
- Undertake general cleaning duties to ensure the household and rooms are kept clean and tidy.
- Maintain customers individual aids and equipment e.g. glasses, wheelchairs, dentures.
- 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.
- Chair customer, relative and household team meetings where required.
- Inform manager/out of hours manager of any problems that may pose a risk to health, safety and wellbeing of customers or team members

- Handover documentation is completed and reported accurately between shifts, and documents signed.

### **General Requirements**

In addition to the above, there are some general requirements that apply to all jobs in the Home:

- Take responsibility for the safeguarding of adults, and follow the Trust's whistleblowing policy as required.
- Participation in staff meetings.
- Participation in training activities.
- Participation in staff supervision and personal development review
- Participation in quality assurance systems.
- Take responsibility for personal development by keeping abreast of developments in the field of caring for older people.
- All duties must be carried out to comply with:-
  - Notification of accidents and other health and safety requirements
  - Statutory legislation in particular the health and hygiene regulations
  - Nationally and locally agreed codes of good practice
  - Fire precautions
  - Equal opportunity and the Trust's anti-discriminatory policy.

### **Health and Safety**

To be responsible for your own health and safety and that of anybody else whom your acts or omissions may affect.

### **Organisational Relationships**

The Senior Support Worker will be accountable to the Support Services Manager.

## PERSON SPECIFICATION

### Senior Support Worker

ESSENTIAL	DESIRABLE
<p><u>Qualifications:</u> Must be able to demonstrate literacy and numeracy skills. Diploma/NVQ Level 3 in Health and Social Care or equivalent.</p>	<p>Maths and English at Grade C GCSE or equivalent.</p>
<p><u>Experience:</u> Ability to undertake the day to day running of the home in the absence of the Support Service Manager. Works independently and supports team to ensure the customers' needs are met and team goals are achieved. Ability to undertake domestic tasks including food preparation, cooking and cleaning. Experience of administering medication</p>	
<p><u>General Aptitude:</u> A proven track record in caring for older people and the ability to relate to them and care for them in a sensitive manner. Good understanding of risk management and its association with the achievement of personal plans. Reliable and able to fulfil contracted hours and work patterns e.g. days, evenings, weekends, nights, annual leave and sickness.</p>	
<p><u>Motivation:</u> Demonstrates qualities to deliver the Trust's vision and values appropriate to this level.</p>	
<p><u>Knowledge:</u> Understanding of Health and Safety issues in residential care, risk assessments, care plans, key caring, infection control, essentials of food and hygiene. Understanding CQC outcomes. Experience of leading a team of staff.</p>	
<p><u>Specific Skills:</u> Ability to liaise with other care/health professionals, supervision, chairing meetings, organising and implementing training and communication skills. Communicates clearly and concisely using a range of methods to a variety of people with different needs and abilities.</p>	<p>Ability to organise activities and outings.</p>
<p><u>Interpersonal Skills:</u> Ability to form positive relationships with colleagues and build supportive teams. Promote good relations with relatives, friends and volunteers.</p>	