



**Senior Support Worker -
Limewood**

Job Description and Person
Specification

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP

Senior Support Worker – Limewood

JOB DESCRIPTION

Job Summary and Purpose:

To ensure that residents are able to experience high levels of personal care and physical support as well as emotional & social care.

To ensure a safe and secure environment for the residents and to take appropriate action in the event of an emergency.

To ensure the effective delivery of a Domiciliary Care service within designated areas.

To supervise and support staff and their service users within designated areas

To contribute to the implementation of service developments and operational functions within the Domiciliary Care service to meet the Directorate and Corporate policies and objectives

As a Team Leader the post holder will work as a point of contact in the absence of the Care Manager.

As a Team leader the post holder will work in accordance with legislative and regulatory standards.

General Responsibilities:

- To provide services to all service user groups when required
- To maintain personal and professional development to meet the changing demands of the job
- Participate in appropriate training activities
- To maintain confidentiality and observe data protection and associated guidelines where appropriate
- To maintain all recording and reporting procedures

Key Responsibilities:

- To ensure the Company portrays a professional image out in the schemes.
- To ensure the provision of high quality care services to vulnerable people living in their own home.
- To supervise and deploy teams of Support Workers who provide care and support to vulnerable adults
- Ensure consistent application of the organisation's policies, procedures and approved practises.

- To always be aware of service users' care / support plans in order to meet and deliver identified care and support needs.
- Deliver care and support as detailed in a service user's care and support plan and/or as directed by the line manager and when directed deliver unplanned care following an accident or sudden illness until such time as a care and support plan can be devised.
- Report any concerns of potential abuse of a service user in line with The Group Safeguarding Policy.
- To participate in the care/support planning process by attending meetings as and when required and contributing to the assessment of needs; the development of appropriate outcomes and recording service users progress in meeting those outcomes.
- To assist service users in maintaining their independence, by encouraging their involvement in decisions affecting all aspects of their life.
- To contribute to the health and well-being of service users by encouraging involvement in scheme and community based social and leisure activities.
- To report all concerns regarding a service user's health and/or well-being in line with policy and procedure.
- At all times to afford service users the dignity and respect to which they are entitled and in particular, to recognise any special requirements associated with an individual's race, culture or religion.
- To work with families and other agencies to ensure continuity of service and communications.
- At all times work in accordance with any regulatory standards or regulations relating to the provision of care.
- Work in a safe and responsible manner having regard to your own safety and the safety of colleagues, service users and others who might be affected by our work activities and operations and report all accidents and incidents in line with The Group Policies and Procedures.
- To participate in the on call for the service.
- To report to the Care manager all identified risks in relation to care packages and the service provided.
- To enable all Support Workers to become confident and competent to carry out their roles by identifying development and training needs
- To support with the carrying out of service user reviews as required by the service user, organisation and regulators.
- To provide and record Support Workers support and supervisions, along with carrying out unannounced observation of Support Worker practice.
- To maintain personal and professional development to meet the changing demands of the job role.



Confidentiality:

The post holder should ensure that they are familiar with and adhere to all of the Group's policies and procedures relating to confidentiality.

This Job Description is not intended to be exhaustive. The post holder will be expected to adopt a flexible approach to the tasks which may be varied from time to time, following discussion with the line manager. Any variations will be subject to the operational requirements of the service and with the general profile of the post.

THE WREKIN HOUSING GROUP
PERSON SPECIFICATION

Senior Support Worker

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• NVQ Level 3 in Care• Experience as a supervisor or Senior Support Worker or other role within a care providing organisation• Experience care provision at a level that reflects the responsibilities of the post applied for• Good literacy and numeracy skills• I.T Literate• Understanding of legislation concerned with care provision• Administrative experience• Full driving licence• Good communication and time management skills• Effective team player• Sound understanding of good care principles• Calm, patient and able to display empathy• Ability to deal with change or emergencies• Ability to work on a rota basis• Access to a vehicle	<ul style="list-style-type: none">• Good presentation skills• Ability to cope under pressure