

JOB DESCRIPTION

Post: Senior Support Worker

Responsible to: Team Leader/Manager

1 OVERALL OBJECTIVES

1. To assist the Team Leader/Manager in the resource planning, coaching and mentoring of a team of staff and co-ordinating the daily provision of support and activities for customers to ensure the delivery of a high quality, responsive and efficient service.
2. To deputise for the Team Leader/Manager in their absence in all aspects of service delivery.
3. To provide care and support to people with disabilities, and or mental health related support needs, to enable them to maintain their tenancies and to achieve their aspirations and goals for independent living.
4. This job description is generic and applies to all Senior Support Workers. The duties will be determined by the individual needs of the customers being supported. The context in which support is provided may vary according to the customers living environment and may include site-based support, personal care, housing management and support, housing management only or floating support only.
5. Depending upon location, the support provided may be to people with physical or sensory disabilities or people with learning disabilities or people with mental health related support needs or a combination of these.

KEY TASKS

2 CARE & SUPPORT SERVICES

- Undertake and support workers to assess customers' individual support needs and through consultation and agreement with the customer (and, where appropriate, their funding authority), write and implement effective support plans to ensure that identified support needs are met.
- Encourage and provide effective and meaningful support with evidence to customers, enabling them to live as fully and independently as possible within the local community, providing information, emotional, organisational and practical support and training as appropriate.

- To carry out robust risk assessments as and when necessary due to the changing needs and aspirations of customers and to ensure that they are reviewed in accordance with policy requirements.
- Organise, provide appropriate support and evidence skills progression enabling customers to move on to greater independence, including support through the move and resettlement into their new home.
- Contribute to the protection of customers from abuse and support customers when they are distressed.
- Liaise with other housing, health and social care professionals, benefits, welfare and advocacy agencies, and other landlords as well as family members, as appropriate.

3 STAFF & TEAM WORKING

- Work to a shift pattern as detailed by the rolling rota
- Work within a team, supporting colleagues and attending team meetings, recording and sharing information appropriately and confidentially.
- To assist the Team Leader/Manager to achieve service objectives and assist in the development and implementation of policies, practices and procedures.
- To line management staff as allocated, undertaking appraisals and effective monthly one-to-one meetings, supporting workers to achieve work targets
- To model personal leadership and coaching approaches
- Keep up to date with issues relevant to housing & support, welfare benefits and other relevant legislation.
- To undertake all core training required for this post and other training and professional development activities as required.
- Undertake other delegated tasks and responsibilities that fall within your capabilities.
- To be aware of and adhere to Ability's current values, policies & procedures.
- To comply at all times with the Ability's legal, contractual and regulatory responsibilities in relation to the above duties.

4 MANAGING SERVICES

- To assist the Team Leader/Manager in the coaching and mentoring of a team of staff, co-ordinating the daily provision of support and activities for service users, ensuring the delivery of a high quality, responsive and efficient service.



- To participate in devising staff rotas in conjunction with the Team Leader/Manager to ensure appropriate staffing levels are in place to deliver a safe service.
 - To be responsible for and actively support the regular assessment of customers individual needs through key working and support planning processes.
 - To support the efficient use of resources within the service, monitoring and controlling spending within agreed budgets.
 - To assist the Team Leader/Manager in effectively managing voids as and when required.
 - To be jointly responsible, with the Team Leader/Manager, in relation to all Health and Safety matters, ensuring at all times the service is compliant with Fire regulations and all Health and Safety workplace legislation and procedures detailed in our Health & Safety Policy.
 - To prepare and supply quality assurance data, report significant risks and act to rectify any shortcomings.
- MAIN TERMS & CONDITIONS**

Post:	Senior Support Worker
Car Policy:	A mileage allowance is payable to employees using their own vehicle for business. Evidence of insurance cover must be provided.
Annual Leave:	22 days
Health Care:	Ability operates a health care cash plan scheme for all employees
Hours of work:	40 hours per week (exclusive of breaks)

A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. The above information may be helpful to applicants as a guide, but should not be treated as a substitute for a full contract of employment.



Qualities	Criteria	Desirable/Essential
EXPERIENCE	Two years' experience in a comparable service, which has entailed: <ul style="list-style-type: none"> • Providing support service to the assigned client group(s) • Relevant training and development • Supervisory, line management 	Essential
SKILLS & QUALIFICATIONS	A good level of written and verbal communications and reasoning skills	Essential
	Excellent IT skills including at least intermediate level in Excel	Essential
	NVQ/QCF Level 3 in Health and Social Care	Essential
	Leadership, coaching and supervisory skills	Desirable
KNOWLEDGE	A thorough and up to date knowledge of best practice in support services for the assigned client group(s)	Essential
	An understanding of the impact of local authority funding	Essential
	Understanding of anti-discriminatory practice in respect of employment of staff and provision of housing and support services	Essential
ABILITIES	Ability to monitor and improve service standards. Motivate staff and apply the values of Ability Housing Association	Essential
	Ability to have critical and or challenging conversations	Essential
	Ability to drive performance and evidence outcomes	Essential