



## **JOB DESCRIPTION**

**Post:** Senior Support Worker

**Responsible to:** Team Manager

### **OVERALL OBJECTIVES**

- 1. To assist the Team 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 within all of the services within the designated patch or area.**
- 2. To provide support and personal care in accordance with an agreed care or support plan to people who want to live more independently ("Customers") to enable them to achieve their individual aspirations and goals. This will involve supporting people in their homes (or where they're living at the time) which could washing, bathing or cleaning themselves, getting dressed or going to the toilet as well as the supervision and prompting of an individual to carry out daily living tasks themselves**
- 3. 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 users' living environment and may include site-based support, housing management and support, housing management only or floating support only.**
- 4. 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**

#### **1. CARE & SUPPORT SERVICES**

- Identify customers' individual support needs and through consultation and agreement with the customer (and, where appropriate, their Care Manager), devise and implement suitable support plans to ensure that identified support needs are met.
- Encourage and support customers to live as fully and independently as possible within the local community, providing information, emotional, organisational and practical support.
- To facilitate and contribute towards support planning with all customers.
- Ensure compliance with CQC regulations and Ability policies and procedures.
- Organise and provide appropriate support for customers preparing 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.



## **2. STAFF & TEAM WORKING**

- To work flexibly as part of the service rota which will include, weekend working, sleep in's.
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- To ensure adequate cover in terms of staffing across the services.
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- Work within a team, supporting colleagues and attending team meetings, recording and sharing information appropriately and confidentially.
- To assist the Team Manager to achieve service objectives and assist in the development and implementation of policies, practices and procedures.
- 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 tasks and responsibilities which maybe delegated to you by your line manager.
- To be aware of and adhere to Ability's current values, policies & procedures.
- To comply at all times with the Association's legal, contractual and regulatory responsibilities in relation to the above duties.

## **3. MANAGING SERVICES**

- To assist the Team Manager in the coaching and mentoring of a team of staff, co-ordinating the daily provision of support and activities for customers, ensuring the delivery of a high quality, responsive and efficient service.
- To devise and implement the staff rota in conjunction with the Team Manager to ensure appropriate staffing levels are in place across all of the services, within the designated patch/area to ensure all customers hours are covered.
- 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 manager in effectively managing voids as and when required.
- To be jointly responsible, with the Team 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 take action to rectify any shortcomings.
- To cover in the absence of the Team Manager within the designated patch/area and be available to work across all and any services to ensure the needs of the customers and service are met.



## 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), which will include sleep in', weekend working and covering a variety of shift patterns.

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
<b>EXPERIENCE</b>	At least 2 years' experience in a comparable service, which has entailed: <ul style="list-style-type: none"> <li>• Providing support service to the assigned client group(s)</li> <li>• Relevant training and development</li> <li>• Working within a CQC regulated environment</li> </ul>	Essential
<b>SKILLS &amp; QUALIFICATIONS</b>	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 and supervisory skills	Desirable
<b>KNOWLEDGE</b>	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
	Ability to monitor and improve service standards. Motivate staff and apply the values of Ability Housing Association	Essential
<b>OTHER</b>	Full driving license with use of own vehicle	Essential
	Enhanced DBS clearance	Essential