

JOB PROFILE

Post	Senior Support Worker - Grade 2 [Adults with a Learning Disability & Older People]
Term of post	Permanent
Line Manager	Domiciliary Care Manager

THE PURPOSE OF THE POST

To manage and work alongside a team of Domiciliary Support Workers to ensure the smooth and efficient running of a service for adults who have a learning disability and / or on an outreach basis supporting older people living in their own homes. To provide the assessed level of care as determined by Catholic Care and the Local Authority, in line with the Fundamental Standards of Quality and Safety (FSQS).

RESPONSIBILITIES

- To provide the overall management and support within the home.
- To promote the domiciliary outreach service supporting older people to live independently within their home.
- To liaise with the Head of Adult Care, Senior Manager, Domiciliary Care Manager and other Catholic Care staff.
- Line management responsibility for a team of support workers with over sight of their rotas, duties and routines
- To work as part of the team undertaking shift work as required in order to meet the assessed need of each person.
- To encourage tenants to participate as fully as possible in the running of the home and to take an active part in its development e.g. to support tenants to maximise control of choice in regard to paying bills, running errands, shopping, banking etc.
- To assist in the formulation and implementation of Person-Centred Plans for tenants, to ensure that the level of care and quality of life is at a standard required by Catholic Care and the Local Authority in line with the ESQS. The Person-Centred Plans will meet the spiritual, physical, intellectual, cultural, emotional and social needs of the tenants.
- To ensure that menus are planned with tenants and incorporate special diets and the needs and likes of tenants and ensure that the meals are nutritious and attractive.
- To co-ordinate support services, such as community nurses and care managers
- To liaise with GPs and community-based health professionals as appropriate to ensure the physical, mental and emotional health and well being of tenants.
- To be responsible for the maintenance of medical supplies and ensure the safekeeping of all drugs and that the administration of drugs is carried out according to the home's policies and procedures.
- To ensure tenants' personal belongings are safeguarded and all monetary transactions are recorded and can be accounted for.
- To ensure all administrative duties relating to the service are completed and that they are regularly reviewed and monitored to ensure they are up to date. e.g. Person-Centred Plans, personal records, weekly and monthly audits and returns etc.
- To participate as required in the allocation procedure for the admission of prospective tenants, the regular review of their progress and wellbeing and the writing of reports for tenants, support workers, events etc. in accordance with the expectations of Catholic Care and the Local Authority.

- To organise and carry out regular Health and Safety Checks and Fire Precautions, to ensure that Agency policy on Health & Safety at Work is implemented
- To ensure regular team meetings are held and records kept and to ensure easy communication between all members of the team
- To participate as required in the selection and recruitment of support workers
- To have knowledge of the job content of all team members, and to measure and assess individual capabilities, strengths and needs and to plan for their training through regular supervision, annual appraisals and scheduled team meetings.
- To maintain adequate support for tenants throughout the day and night and ensure that the appropriate cover is provided for outreach visits within the wider community.
- To maintain employee records including address, telephone number and next of kin etc.
- To uphold the values of Catholic Care and to apply these at all times in your dealings with others.
- Any other duties commensurate with the post and at the discretion of the Line Manager and Service Manager.

ADDITIONAL DUTIES

It is the nature of the work of Catholic Care that tasks and responsibilities are, in many circumstances, unpredictable and varied. Each staff member is, therefore, expected to work in a flexible way when the occasion arises, when tasks not specifically covered in their job description have to be undertaken. Such additional duties would normally be to cover unforeseen circumstances or changes in work and would normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

There will be occasions when you as a support worker will be asked to work in that capacity in one or other of our services including Children's Residential and Outreach Services.

CONFIDENTIALITY

The Information Governance Standards outline how employees must deal with personal information about employees, service users, corporate and financial information. It is a requirement that all Catholic Care employees and volunteers, in the course of their work, treat such personal data confidentially and comply with Catholic Care's Confidentiality Policy. A failure to comply with this may result in disciplinary action. This obligation will continue indefinitely, even after termination of employment. All approaches by the media and other third parties must be referred to the Director.

VALUES AND PRACTICE PRINCIPLES

The person who holds this position is expected to be familiar with and have regard to the Values of Catholic Care and work within that framework. He or she must be prepared to operate within the ethos of the agency and ensure that people of all denominations and faiths have their spiritual needs respected.

SAFEGUARDING

Catholic Care acknowledges the responsibility to safeguard and promote the welfare of children and adults at risk regardless of gender, ethnicity, disability, sexuality or beliefs. We are committed to ensuring safeguarding practice reflects statutory responsibility, government guidance and complies with best practice. It is therefore the duty of all employees, trustees and volunteers to adhere to this policy commitment.

QUALIFICATIONS AND EXPERIENCE

The person appointed to this position will satisfy the criteria identified in the Person Specification. *All posts will be offered subject to satisfactory references and DBS Enhanced Disclosure being obtained*

Post	Senior Support Worker Grade 2
Service	Adults with a Learning Disability and Older People

Qualifications	ESSENTIAL	DESIRABLE
LDAF / LDQ / Care Certificate	✓	
Diploma 3 in Health and social Care (Adults) or equivalent or be prepared to work towards	✓	
Educated to GCSE or equivalent	✓	
Full Driving Licence		✓
Experience		
Minimum of two years working with people who have a learning disability	✓	
Experience of working within a supported living environment		✓
Experience of working with vulnerable people in a paid or voluntary capacity	✓	
Relevant work experience	✓	
Voluntary work for a charity		✓
Skills		
Ability to supervise and appraise team members	✓	
Ability to work alone (unsupervised) and as part of a team and use initiative	✓	
Practical skills – Organisational skills (e.g. activities etc.)	✓	
Good verbal and written communication	✓	
Patience and ability to listen to and empathise with people	✓	
Interpersonal skills – ability to engage with people	✓	
Ability to manage challenging behaviour	✓	
Ability to provide personal care support including personal hygiene	✓	
Knowledge		
An experiential knowledge of how to interact with service users and/or their families	✓	
An understanding of people who have learning disability	✓	
Knowledge of how to manage stress		✓
Knowledge of how to facilitate promotion of independence	✓	
Knowledge of Health & Safety issues and Risk Assessments	✓	
Attitude		
A caring attitude based on respect for individuals and their rights	✓	
A respect for dignity of clients	✓	
Ability to appreciate equal opportunities and strategies to achieve this	✓	
Respect for the independence and dignity of service users	✓	
To be inclusive and allow service users to have choice in making decision relation to their life experience	✓	
Understanding and sympathetic to the ethos, values and principles of practice relating to Catholic Care	✓	
Willingness to work flexibly, unsocial hours including nights, weekends and bank holidays and breaks away with tenants and be 'on call'	✓	
Dependable, punctual and patient	✓	
Sensitive and caring approach to people	✓	
Willingness to give and take direction and undertake training	✓	