



## JEESAL RESIDENTIAL CARE SERVICES LTD

### JOB DESCRIPTION

**JOB TITLE** Senior Support Worker

**ESSENTIAL QUALIFICATIONS** NVQ/Diploma Level 3 in Health & Social Care is desirable

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**ACCOUNTABLE TO:** Director of Community Services

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**REPORTS TO:** Deputy Manager /Support Service Manager

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#### ROLE SUMMARY:

A senior support worker is expected to carry out the duties and responsibilities of that of a support worker. Additionally, the Senior Support Worker will provide first line management and lead a team of support staff in their practice development and they will provide mentoring and coaching to team members.

The senior support worker will be responsible for ensuring that they and the staff team deliver high quality, person centred support to service users and that the service meets the CQC fundamental standards of care and the requirements of the 5 key questions – Safe, Effective, Caring, Responsive and Well-Led.

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**PATTERN OF WORK:** **Rotational Shifts & Sleeping in duties as required**

#### **1. KEY SENIOR DUTIES AND RESPONSIBILITIES**

#### **2.**

- 1.1 Ensure shift plans/support allocations are created fairly and in accordance with the strengths of staff and service users and that they take into account service users preferences and they contribute to the smooth running of the shift.
- 1.2 Ensure that shift plan/support allocations meet contracted hours of provision and provide effective support to individuals.
- 1.3 Check and ensure all daily records that for all service users are completed accurately and fully on Pandora for each individual e.g. 1:1 documentation, health appointments etc.
- 1.4 Complete and support staff to complete incidents reports when necessary and sign these off on Pandora, ready for managers sign off.
- 1.5 Ensure any safeguarding incidents are reported to the local authority following the correct procedures and complete the incident interim report.
- 1.6 Gather all necessary information and ensure that thorough handovers are conducted from shift to shift



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- 1.7 Ensure any problems with Pandora are immediately reported to the Community services Development Officer or through [support@pandorax.co.uk](mailto:support@pandorax.co.uk) (with an accompanying screenshot)
- 1.8 Complete/support the completion of all quality monitoring and health & safety checklists and audits. Ensure that action is taken where required or concerns are escalated to the managers within the service and that checklists are uploaded to Pandora.
- 1.9 Ensure that any complaints are recorded accurately and responded to, or referred appropriately working in conjunction with the Community Services Development Manager.
- 1.10 Ensure service user meetings are held daily/weekly depending on individual needs within the service and that minutes are uploaded onto Pandora.
- 1.11 Order and receive medicines in accordance with the medicines policy and procedure as designated by the support service manager or deputy manager.
- 1.12 Complete medicines audits, ensuring that the outcomes are presented to the deputy manager and service manager. Ensure any action is taken to rectify any areas that fall below standards and tasks are entered onto the task engine.
- 1.13 Conduct annual support worker medication competency assessments as designated by the support service manager. Ensure action plans are developed where required and tasks entered onto Pandora.
- 1.14 Support new staff with the requirements of their induction and ensure their successful completion of the Care Certificate.
- 1.15 Provide 1:1 sessions to support staff as designated by the Service Manager. Ensure that clear records are maintained of 1:1 sessions held – this includes non-scheduled 1:1 coaching sessions that occur.
- 1.16 Provide mentoring and coaching to all support staff.
- 1.17 Support staff/keyworkers in developing, implementing and reviewing service user support plans and information held on Pandora.
- 1.18 Oversee keyworker role to ensure that monthly requirements are met and monthly service user reviews are completed.
- 1.19 Complete service user End of Month finance checks and breakdowns. Ensure any discrepancies or concerns are reported/escalated to the support service manager/deputy manager.
- 1.20 Complete six monthly and annual review reports as requested by the support service manager.
- 1.21 Attend medication reviews held by the GP or psychiatrist as designated by the Service Manager. Ensure outcomes are recorded in service users records on Pandora and any changes clearly communicated to all members of the team



## **2. Service User Care and Support**

- 2.1 Provide support to individuals in a respectful, sensitive, compassionate and person-centred manner in all aspects of daily living which includes;
  - Personal care – washing, bathing, showering, continence, shaving, medication, eating, drinking and all other aspects of personal care
  - Infection Control & Cleanliness of the living environment – Dusting, vacuuming, cleaning bathrooms, living areas, bedrooms, toilets and kitchen areas.
  - Safety and tidiness of external areas/environments – Patio areas, gardens, paths etc.
  - Laundry – Washing, drying and appropriate ironing clothes and bedding.
  - Cooking – Preparing and cooking healthy nutritious meals
  - Shopping – Provisions shopping and supporting individual personal shopping.
  - Leisure Activities – Daily, evening and weekend leisure pursuits at home and in the community
  - Holiday – supporting individuals on their chosen holiday.
- 2.2 To support service users to develop their skills in various activities of daily living as detailed above.
- 2.3 Promote independence and development of appropriate skills and relationships to enable service users to make full use of community facilities.
- 2.4 Support service users to lead full lives and develop a range of relationships.
- 2.5 Drive the company vehicles to transport service users to and from external activities, visits, events and appointments.
- 2.6 Support service users flexibly in response to their changing needs and aspirations and feedback from the individual and family members.
- 2.7 Be a positive link with families and others important to the service user.
- 2.8 Support individuals to access primary care services and build good working relationships with health care professionals.
- 2.9 Administer medicines to service users following the company policy and procedure and on completion of training and successful assessment of competence.
- 2.10 Ensure that service users nutritional needs are met, that service users are supported to eat a healthy well-balanced diet and their hydration needs are met.
- 2.11 Significantly contribute to the assessment, planning and implementation and review of service users support plans and positive behaviour support plans as appropriate.
- 2.12 Contribute to the identification of risk and development of effective risk management plans.
- 2.13 Support the development and implementation of individual Person-Centred Plans.
- 2.14 Support individuals to contribute to the development of their Person-Centred Plan



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- 2.15 Support and facilitate opportunities for service users to speak up e.g. monthly reviews, service user meetings.
- 2.16 To ensure that all care, treatment and support is carried out in accordance with the Mental Capacity Act 2005.
- 2.17 Contribute to and participate in service user reviews as required by the Support Service Manager
- 2.18 Work within the Company procedures to ensure Health and Safety and the protection of vulnerable adults from abuse.
- 2.19 Communicate effectively with service users, colleagues and carers and other stakeholders in the Community
- 2.20 To accept responsibility for the safe handling of service user's money, petty cash and company credit cards.

### **3. PROFESSIONAL**

- 3.1 To be responsible for carrying out all the duties of the role in accordance with the Company's policies and procedures and treat service users, colleagues and visitors with dignity and respect at all times.
- 3.2 Maintain confidentiality of information in accordance with policies and procedures
- 3.3 Work to an agreed rota to cover the 24-hour period and adopt a flexible approach to working hours to ensure holiday, sickness/absence and training cover.
- 3.4 Report absences or change of circumstances in a timely way to ensure cover can be agreed.
- 3.5 To adhere to Codes of Practice for HealthCare workers and Adult Social Care workers in England and Care Quality Commission Regulations.
- 3.6 Establish and maintain effective communication and ensure positive relationships are maintained with all external stakeholders in order to enhance the reputation of the company.
- 3.7 Contribute to high quality administrative procedures/record keeping and documentation.
- 3.8 To participate in cost effective control and issue of the services and company equipment.
- 3.9 Maintain knowledge and practice of all statutory procedures, attend in-service and agreed external training courses.
- 3.10 Uphold the highest ethical standards and maintain the ethos of the company at all times.
- 3.11 Commit to a process of 1-2-1 meetings which are based on support and development.
- 3.12 Support the formation of a cohesive working team with shared values and practices.



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- 3.13 Support the implementation of the GROW/coaching culture throughout the service.
- 3.14 To be flexible and adaptable and undertake any other roles and responsibilities as requested by the Support Service Manager.

#### **4. KNOWLEDGE & SKILLS**

##### **A senior support worker must;**

- 4.1 Have a passion for driving quality and ensuring better outcomes for individuals with a learning disability. They will need to bring energy, vision and strong service user experience to this vital role
- 4.2 Have a good understanding of the CQC inspection requirements and manage inspections when they occur.
- 4.3 Have a good understanding of other legislative requirements and be able to effectively manage any inspections from relevant bodies.
- 4.4 Be able to take responsibility for the safety of service users and staff and the running of the service in the absence of the support service manager and deputy manager and be confident in seeking management support if required.
- 4.5 Be confident in identifying and delivering on staff performance of professional procedures and practices, bringing to the immediate attention of the Deputy manager/Support Service Manager any variations in these practices.
- 4.6 Have the ability to work flexibly, think laterally, and communicate effectively at all times.
- 4.7 Have a sound understanding of Positive Behaviour Support to ensure that current environments are created that are supportive and capable of meeting individual's needs and staff are supported to implement PBS approaches.
- 4.8 Have the skills to encourage the staff to find their own solutions and take responsibility for their own work.

**This job description is in no way finite and should be seen as part of a dynamic process in which individual's and team, responsibilities can develop in accordance with the changing needs of the service users, the service itself and the Jeesal Group.**



## PERSON SPECIFICATION

The Person Specification sets out the qualifications, experience, skills and knowledge for the post holder to perform the job to a satisfactory level.

**JOB TITLE:** Senior Support Worker

	<b>Essential</b> Without which the postholder could not be appointed	<b>Desirable</b> Extra qualities that can be used to choose between candidates with all essential criteria
<b>Qualifications</b>		NVQ/Diploma Level 3 in Health & Social Care or equivalent
<b>Experience</b>	Working within a team Partaking in appraisals & supervisions Working within a similar environment Communicating at all levels in the organisation	Working in a LD setting Line management
<b>Skills</b>	Good telephone manner Able to use initiative and common sense Take responsibility for the safety of the service users, staff and the running of the service in the absence of management Prioritise in a pressurised environment Work flexibly, think laterally and communicate effectively Legible accurate written skills with sound report writing capabilities Record keeping to a high standard of content, accuracy & presentation Clear & concise verbal skills Team Player IT Skills	Auditing
<b>Knowledge</b>	Good understand of CQC inspection and other legislative requirements to effectively manage inspections from relevant bodies Meaning of and working within confines of confidentiality Sound understanding of Positive Behaviour Support	Understanding of CQC fundamental standard of care Person Centred Planning Basic knowledge of Mental Health Act & Mental Capacity Act
<b>Other</b>	Professional and approachable Assertive and confident Establish and maintain positive working relations with external stakeholders Able to manage change, be flexible and adaptable Objective and non-discriminatory Diplomatic, tactful and able to use discretion Aware of and can act within clear boundaries of responsibility Positive role model for service users and colleagues Encourage staff to find their own solutions and take responsibility for their own work Full, current and clean driving licence and a willingness to drive a company vehicle to transport service users as required	