

Job Title: Senior Support Worker

Job Purpose

To work as part of the management team promoting a needs led outcome focused support service ensuring that the team of support staff are providing practical assistance and support to people fulfil their maximum potential and have valued lives and right of citizenship in the communities where they live.

Key Responsibilities

1. To undertake needs assessments and risk assessments, developing with each person an outcome based support plan, and person centred plan which are reviewed and updated regularly according to schedule with assistance of the Service Manager.
2. To complete, file and maintain records, including assessment and support plans, case file notes, communication logs, risk assessments, ABC reports, petty cash / finance records.
3. To record and communicate to others the wishes and needs of service users where appropriate. Facilitate the service user in decision making, promoting choice and involvement.
4. To assist the Service Manager in ensuring that Ivy Care Policies and Procedures, "Quality Assurance Procedures", CQC standards and Health and Safety requirements are adhered to and participate in the reviews of the service users we support.
5. To direct support workers in their duties and undertake supervision meetings, performance review and observations of support workers with direction from the Service Manager.
6. To monitor and promote each person's health and well being.
7. To promote a healthy lifestyle and assist service users we support to participate in their chosen social, educational, leisure and sporting activities in the local community.
8. To assist the person to improve his/her knowledge, skills and abilities and where desired, to support individuals to access volunteering or employment opportunities.
9. To promote and encourage the service user to make new friends and keep in contact with family, friends and people in the neighbourhood.
10. To enable service users to participate in the running of the service.
11. To apply non-aversive strategies developed in response to challenging behaviours, where appropriate, and contribute to the review and development of such strategies.
12. To liaise with other people involved with the service user, including GP, Care Manager, family, day opportunities and other agencies as required.
13. To assist the service user with their benefits, budgeting and management of personal monies.
14. To report all incidents to the Service Manager and respond to emergency situations.
15. This job definition is not a definitive list of responsibilities but identifies the key responsibilities of the role. The post holder will therefore be required to undertake other reasonable duties commensurate with the purpose and salary level of this post.

Accountabilities

Health and Safety

Take due care at work and contribute to the ongoing implementation of policies and procedures to maintain the health, safety and welfare of self, colleagues, service users and community. Ensure that accidents and/or unsafe or hazardous conditions are reported to management in line with policy.

Equality & Diversity

Undertake all aspects of employment and service provision with due regard to Equal Opportunities and diversity and associated company policy and practice.

Demonstrate a commitment to openness and equality of opportunity and ensure that all individuals are treated with dignity and respect.

Behaviour

To work and behave in a manner that is consistent with Ivy Care expected ways of working (Competency Framework; & Code of Conduct.)

To undertake all duties in accordance with Ivy Care policies and practice, to maintain compliance with relevant statutory responsibilities and applicable legislation, working within the GSCC code of conduct.

Ivy Care's Vision & Objectives

Undertake other duties as appropriate to the post, to support and contribute to the delivery of the company's objectives, and vision.

Safeguarding Vulnerable Adults

We are committed to safeguarding and promoting the welfare of vulnerable adults. We take this responsibility seriously and expect all staff and volunteers to share this commitment.

Team Working & Support

Act as an effective team member providing assistance to team members or other teams, as requested, to support the delivery of team and company objectives. Maintain links with other teams, groups and people supported as necessary to the role, sharing information where necessary.

To take responsibility for identifying and agreeing personal learning and development needs with your line manager, participating in activities relevant to the job or personal development. Work in line with the company policy and procedure.

Leadership and Development

Lead, manage and develop staff and resources to maximise effective and efficient performance, sustain high morale and inspiration to enable delivery of objectives/outcomes that align with service plans and delivery of Ivy Care's objectives.

Assist the management and company to change, by ensuring employees are appropriately informed and developed and encourage a culture of cross-organisational and partnership working.

To champion good employee management practice in line with Ivy Care's policies and procedures.