



## JOB DESCRIPTION – SENIOR SUPPORT WORKER

<b>Job Title</b>	*Female Senior Support Worker
<b>Location</b>	Stourbridge
<b>Line Managed by</b>	Team Leader/Case Manager/Assistant Case Manager
<b>Current Pay Rate</b>	<p>Weekday daytime hours (Monday to Friday) @ £16.00 per hour  Weekend hours (Saturday to Sunday) @ £18.00 per hour  Bank Holidays @ £32.00 Per hour</p> <p>On-call hours (Monday to Sunday 7pm-7am) @ £15.00 as a weekly one-off payment (This may be reviewed) to be on standby and, if called, you will be paid your normal hourly rate from the time of arrival on shift.</p>
<b>Job Summary / Support Provided</b>	The responsibilities of the Senior Support Worker are to ensure that RY care and support delivery remains of a high standard and to support the Team Leader in effective management of the team and to deputise for the Team Leader where required.
<b>Restrictions</b>	<p>This post is open to female applicants only. "Gender is considered to be a genuine occupational requirement in accordance with paragraph 1 of Schedule 9 of the Equality Act 2010".</p> <p>Applicants for the post must have successfully completed their probationary period and work a minimum of 25 hours per week.</p>
<b>About our Client</b>	
<p>The client is a lady who has suffered a long history of mental health illness, and suffered a traumatic brain injury following an accident.</p> <p>Our client transitioned from a nursing home to independent living with a full time care team and is based in the Stourbridge area.</p> <p>She can display verbally challenging behavior, mood swings and severe anxiety. However she is a delightful, bright and intelligent lady who enjoys 80's music, nature and conservation, ballet, Eurthymy, animals, attending church, and alternative therapies.</p> <p>She is supported by her caring family.</p> <p>As well as care and support, support workers in the team are trained by the therapists, so that they in turn will be able to carry out her rehabilitation programme.</p> <p>The therapy team includes an Neuro Occupational Therapist (OT), Neuro Physiotherapist, Psychiatrist, Music Therapist and a Eurthymy dance teacher.</p> <p>Our client will be eventually moving to a new home of her own and support is needed with this transition.</p>	

## Key Roles and Responsibilities of the Position in addition to those outlined in Support Worker Job Description

### Additional Responsibilities of the Senior Support Worker include:

- Support the Team Leader.
- Provide leadership for the team in the Team Leader's absence.
- In conjunction with the Team Leader, be responsible for ongoing staff supervision in accordance with CQC regulations.
- Maintain and model high standards of care for RY.
- In conjunction with the Case Manager and Team Leader, ensure that all care records are kept accurately and up to date, in accordance with CQC regulations.
- Provide a mentoring role for staff, and ensure that they carry out their role in accordance with their job description.
- Support the Team Leader with staff inductions.
- Carry out any tasks as delegated to her/him by the Team Leader for the smooth running of the team.
- Ensure that RY's weekly routine of therapy is continued.
- Support with ensuring an activity planner is in place, with a good range of community based activities. Ensure the team have one to one activities with the client.
- Attend regular supervision sessions with the Team Leader.
- To provide on call cover and to cover emergency shifts.
- To liaise closely with the treating therapists and ensure therapy programmes are in place.
- To ensure good team morale and communication.
- Change of face works for the client - To ensure this is occurring as needed.
- Attend mandatory and bespoke training.
- Attend meetings with the case manager and team meetings.
- Support with Client's holidays or weekend breaks.
- Assist with the client's transition to a new home.

### In the Team Leader's absence or as shared duties:

- Be the point of contact for staff members calling in to report sick leave, and to be responsible for arranging alternative cover.
- Be the point of contact for staff requiring additional support when on duty.
- To support with the rota and managing of annual leave.
- Ensure that RY's programme of activities is maintained.
- To monitor RY's physical and mental health, and ensure that staff on duty are supported to seek appropriate medical intervention in the event of a concern.
- Be the point of contact for RY's family.
- To ensure that RY has sufficient supplies of consumables, medication and pharmacy supplies.
- Ensure correct and timely maintenance of equipment and aids.
- Arrange any appointments.
- Ensure timesheets submitted by the care team are checked before forwarding to CCMS Ltd.
- Alert the Team Leader, family and Case Manager regarding any significant events or changes.
- To use initiative in situations that are unable to be predicted and may not be set out in a job description.

Personal Specification		Essential	Desirable
Experience	Experience of working with adults with brain injury, physical disability and complex health needs.	X	
	At least 2 years' experience of team working.	X	
	Experience of working with therapists.	X	
	Experience of working in senior role within the care sector.		X
	Experience of supervising other staff members		X
	Experience of challenging situations and / or complex family dynamics.		X
	Experience of writing and / or involved in writing support plans, policies, protocols, risk management plans.		X
Knowledge	Education to GCSE standard	X	
	Nursing, social care, rehabilitation or therapy qualifications.		X
	Knowledge and understanding of risks and risk management.	X	
	Knowledge of confidentiality, privacy and boundaries.	X	
	Knowledge of mental capacity, best interests, advocacy and empowerment.	X	
Skills	Car driver with a full licence.	X	
	Confidence to drive a larger vehicle.	X	
	Good numeracy and literacy skills.	X	
	Competent in basic computer skills such as use of email.	X	
	Effective communication skills to include written, verbal, non-verbal and listening.	X	
	Be able to adapt communication style to meet the needs of the individual.	X	
	Ability to:		
	- Follow the support plan.	X	
	- Follow instructions.	X	
	- Implement instructions from Case Manager / therapists, and cascade information to all the team.	X	
	- Work as part of a team.	X	
	- Prioritise within set tasks, and adapt according to Greg's presentation on the day.	X	
	- Apply feedback to improve work performance.	X	
- Problem-solve and be able to make decisions.	X		
- Motivate self and others.	X		
- Be able to give others instructions.	X		
- Recognise when to seek guidance and help.	X		
- Use initiative.	X		
- To be calm and confident, particularly in stressful situations.	X		
- To keep detailed and accurate records.	X		
- Be flexible in approach.	X		
Personal Attributes	Mature in attitude, confident and assertive.	X	
	Reliable.	X	
	Good time management.	X	
	Approachable.	X	
	A positive role model.	X	
	Patience and sensitivity.	X	
	Good sense of humour and willingness to 'muck in'.	X	
	Enthusiasm.	X	
	Organised.	X	
	Resourceful.	X	
	Be honest and trustworthy.	X	
Be committed to training and development.	X		

<b>Benefits</b>	<ul style="list-style-type: none"> <li>5.6 weeks paid annual leave pro rata. The leave year runs from January to December.</li> <li>For relief workers, annual leave entitlement will be calculated once every 13 weeks and the worker will be advised accordingly.</li> <li>Auto enrolment in a workplace pension scheme as applicable.</li> <li>Double time if required to work bank holidays.</li> <li>Pay to attend supervision / team meetings.</li> <li>Pay and expenses when required to attend training courses requested by employer.</li> </ul>
<b>Training</b>	A full induction programme plus regular support, supervision and ongoing training will be provided.
<b>Working Environment</b>	<p>The working environment is a strictly no smoking environment, and under no circumstances will staff be permitted to smoke at any time during the working day. Staff will also need to ensure that they arrive on shift free from the odour of smoke.</p> <p>All of the above will be fully explained to the successful candidates at the time of employment in the Terms and Conditions of Employment.</p>

<b>Confidentiality</b>	
The ability to respect the privacy of RY and his family is fundamental to this position. All matters relating to RY's condition are to be treated as confidential and are not to be disclosed to a third party. As this employment is based in the private home, it is inevitable that on occasion staff members will become privy to certain matters relating to the personal life and business affairs of RY and her family. These too should be treated with the utmost confidentiality.	

<b>Case Manager Details</b>	
<b>Prepared By</b>	Denise Jones
<b>Position Held</b>	Lead Case Manager
<b>Date</b>	26.03.2022