



JOB DESCRIPTION – SENIOR SUPPORT WORKER

Job Title	Senior Support Worker
Location	Bungay
Line Managed by	Team Leader / Case Manager
Current Pay Rate	<p>Weekday daytime hours (Monday to Sunday) @ £14.00 per hour Waking night hours (Monday to Sunday) @ £14.00 per hour</p> <p>Bank Holidays @ £28.00 Per hour</p> <p>On-call daytime hours 7am to 10pm (Monday to Sunday) @ £10.50 as a one-off payment, to be on standby and, if called, you will be paid your normal hourly rate from the time of arrival on shift.</p>
Job Summary / Support Provided	The responsibilities of the Senior Support Worker are to ensure that care 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.
Restrictions	This post is open to both male and female applicants.

About our Client

G is in his 30s. Several years ago, he was involved in a road traffic collision, sustaining a number of complex injuries including a traumatic brain injury (TBI), and various orthopaedic and internal injuries. He has undergone several surgical procedures and is classified to be in a low awareness state, and lacks capacity to make decisions. He is physically, functionally, and cognitively dependent on others to meet his needs. However, he is slowly becoming more responsive, and seems to be more aware of people he is close to and his surroundings. On days when G shows heightened arousal, he is able to visually track objects and people, he can follow some verbal commands consistently, and can attend to tasks for a number of minutes. He responds particularly well to his mother, which is lovely.

He has a PEG feeding tube in place to provide all necessary nutritional and fluid intake, and needs full assistance of two people with all aspects of personal care, and to assist with positioning, and moving and handling. He is at high risk of aspiration, and experiences excessive salivation, which at times results in the need for suctioning.

He has been diagnosed with scarring on his right cornea, likely to be caused by dry eyes. Greg has very poor vision in this eye, but it is thought that he has good vision in his left eye.

Following a period of acute rehabilitation and slower stream rehabilitation in Autumn 2020, Greg moved into separate fully accessible accommodation adjacent to his mother and stepfather.

Prior to the accident, he always worked outdoors. He loved the outdoors and is a real animal lover. His family are devoted to him, and he also has a young son.

As well as care and support, support workers will be fully inducted and trained by the therapists so that they in turn will be able to carry out G's rehabilitation programme. The therapy team includes an Occupational Therapist (OT), Neuro Physiotherapist, Speech and Language Therapist, Music Therapist and a Massage Therapist.

Key Roles and Responsibilities of the Position

- To ensure his wellbeing, safety, and improve his quality of life.
- To build a positive working relationship and understanding of the client, his family and their needs.
- To work with the client and the therapists to achieve rehabilitation goals.
- To work as a member of a team.
- To provide all personal care.
- To maintain skin integrity.
- To carry out moving and handling procedures / repositioning.
- To manage incontinence.
- To carry out suction of his mouth as necessary.
- To manage the PEG and feed.
- To administer medication.
- To advise family and Team Leader of any concerns regarding his physical health and liaise with GP, if necessary.
- To promote communication and ensure that systems put in place for communication by therapists are followed, that there is consistency of approach, and responses are accurately monitored and recorded.
- Engage him in a range of activities as set out by the therapists, in a flexible and responsive way dependent upon his health and wellbeing at the time.
- To monitor and record progress, and report back to therapists.
- Be fully engaged and prepared to participate in bespoke training facilitated by the various therapists.
- Help facilitate access to the wider community for leisure, family, and other social activities. This will include supporting him to spend time with his son, at home and in the community.
- Some aspects of care of his dog.
- Keep accurate written records of each session worked with the client.
- To participate in multi-disciplinary meetings.
- To attend supervision sessions with the Team Leader or Case Manager, and training courses, as required.
- To safeguard the client as a vulnerable adult.
- To provide assistance with all his domestic requirements, including laundry and ironing, keeping his bedroom and bathroom clean and tidy, as well as the carers room.

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 G.
- 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 G's weekly routine of therapy is continued.
- Attend regular supervision sessions with the Team Leader.
- Attend Training mandatory and bespoke training.

In the Team Leader's absence:

- 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.
- Ensure that G's programme of activities is maintained.
- To monitor G'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 Greg's family.
- To ensure that G 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.		
	Confidence to drive a larger vehicle.		
	Good numeracy and literacy skills.		
	Competent in basic computer skills such as use of email.		

	Effective communication skills to include written, verbal, non-verbal and listening.		
	Be able to adapt communication style to meet the needs of the individual.		
	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	
Benefits	<ul style="list-style-type: none"> • 5.6 weeks paid annual leave pro rata. The leave year runs from January to December. • For relief workers, annual leave entitlement will be calculated once every 13 weeks and the worker will be advised accordingly. • Up to two weeks authorised sick pay per year at employer's discretion (for staff with contracted hours positions). • Auto enrolment in a workplace pension scheme as applicable. • Time and a half if required to work bank holidays. • Pay to attend supervision / team meetings. • Pay and expenses when required to attend training courses requested by employer. • Annual review of pay rates. 		
Training	A full induction programme plus regular support, supervision and ongoing training will be provided.		
Working Environment	G lives in an annexe attached to his parents' home, designed to support his independent living. This is a new build, which is fully adapted to meet his needs. The home often welcomes children, including his son. The family have three large dogs who roam freely, and staff must be accepting of this.		
	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.		
	All of the above will be fully explained to the successful candidates at the time of employment in the Terms and Conditions of Employment.		

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Confidentiality

The ability to respect the privacy of G and his family is fundamental to this position. All matters relating to G'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 G and his family. These too should be treated with the utmost confidentiality and, wherever possible, all support staff should avoid coming into contact with family's personal belongings and correspondence.

Case Manager Details

Prepared By	Denise Jones
Position Held	Lead Case Manager
Date	22.03.2022