

	Job Title:	Senior Support Worker
	Reporting to:	Service Manager

JOB DESCRIPTION - KEY RESPONSIBILITIES

The Northam Care Trust supports people with disabilities in North Devon to achieve the best quality of life, choice and independence.

Our residential care services are for people with profound and multiple disabilities and complex needs. We are the only provider of this type of high care specialist service in the whole of North Devon and are a vital resource for the families and carers in the area whose relatives live in our accommodation.

Our Mission is to support people with learning and physical disabilities in having choice and control in achieving the best possible quality of life, evidenced by real quality outcomes and supported by our passion for excellence.

Summary of role

The key purpose of the role is to provide excellent leadership to ensure that people with learning & physical disabilities can take as much control over their life as possible, respecting their preferences and choices, enabling them to participate in the community as valued citizens.

Ensuring person-centred support, in response to each individual's needs and aspirations, will require the post holder to be flexible and responsive to change. It is likely to involve working evenings, weekends and overnight (waking nights).

The Senior Support Worker assists the Service Manager in providing a stable, homely environment and positive culture through proactive leadership, management and communication.

Tasks

1. To lead the development and implementation of person centred plans with support workers, including regular risk assessments. Monitor and review performance against person centred plans, including as a minimum a full review for each individual every six months.
2. To assist the service manager to ensure that routine medical appointments are attended and followed up, liaising with health professionals and families where needed.
3. To manage the day to day support for individuals within the service. This will range from personal care at home to activities in the community.
4. To work with the activities coordinator to ensure individuals have the opportunity to access day services and that individual support plans can be met through the activities available.
5. To work with the Communications and Sensory Coordinator on implementing progressive change for each individual.

6. To ensure effective communication with all staff including senior staff in terms of staffing levels, arranging joint activities and in dealing with emergencies.
7. To lead a cohesive team with a strong ethos of vision, improvement and flexibility.
8. To provide supervisory coordination to support workers, relief workers and volunteers during the shift.
9. To ensure all staff are inducted, introduced and given clear instruction, to provide regular support and supervision, to liaise with the service manager on staff performance.
10. To ensure written records, incident reports and support plans are updated daily and to use electronic management and care control systems.
11. To ensure legal compliance with Health and Safety, care practice and safeguarding procedures.
12. To ensure medication is ordered, stored, disposed of and administered appropriately according to policies and procedures.
13. To ensure all areas of the home (inside & out) are kept clean, tidy.
14. To monitor and cover rotas to ensure safe numbers and staff are deployed effectively to meet all individuals' needs. To liaise with service manager and relief co-ordinator when shifts need covering in advance.
15. To participate in the review, development and implementation of policies and procedures which encourage good practice and innovation. To assist the Lodges Assistant Manager with her role in this.
16. A degree of flexibility is needed in this position and the post holder may be required to undertake work not specifically referred to above, such work will be consistent with the post.

PERSON SPECIFICATION	
Essential Criteria	<ul style="list-style-type: none"> • Passionate about making a difference in the life of people with disabilities • Positive leadership style • Clear written and verbal communication style. • Relevant IT skills and numerical ability. • To be willing to undertake required training, sometimes outside normal working hours. • To be willing and able to drive or travel between locations as required (depending on which service appointed to) • To be available for flexible working patterns including evenings, weekends, sleep-ins and nights as required.
Desirable Criteria	<ul style="list-style-type: none"> • Experience of supporting people or of working in a social care setting. • Willing to work towards or having a relevant social care qualification or equivalent.