JOB DESCRIPTION

TITLE: Senior Support Worker

POST NO: PREF103587

DEPARTMENT: Population Wellbeing

DIVISION: Provider Services – Day Opportunities

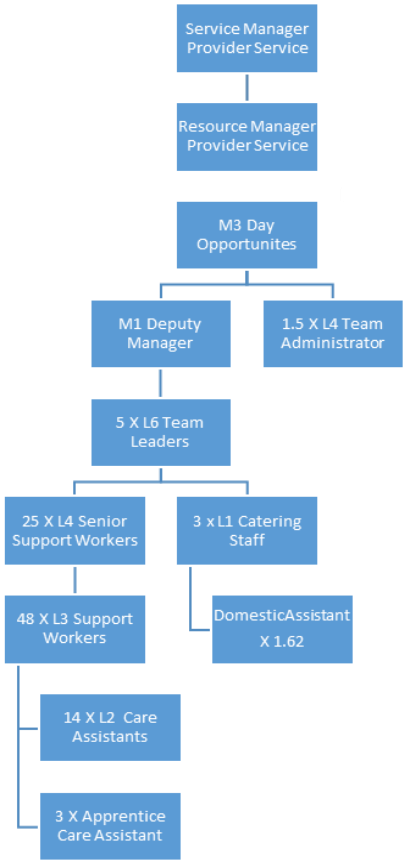
RESPONSIBLE TO: Day Opportunities Team Leaders

GRADE: L4

PURPOSE OF POST:

To provide support which enables people, families and carers to lead a better everyday life. To apply a strength based approach that focuses on improved outcomes which enhances and improves lives. To work flexibly, and in partnership with integrated services and professionals supporting people's environment, independence and wellbeing

Organisation Structure



PRINCIPAL RESPONSIBILITIES:

		%
1.	To organise a range of activities, and services within people's own homes, the community and day centres sites which contribute to people's health and wellbeing. Responsible for the smooth running of daily activity and function of a specific area e.g. rostering, updating care plans and risk assessments. Provide informal support during the induction process to new members of staff and volunteers. Provide cover including on call at different locations across the council as required to ensure service delivery	30%
2.	Communicate effectively with staff, families/carers and other professional to ensure people' needs are understood and met Maintain accurate records in accordance with the council policy and procedures. With support from the line manager make professional decisions in the best interest of people both on a daily basis and in an emergency.	20%
3.	Support people with personal care (physical, emotional & social) and provide direct support when necessary, including the use of aids & adaptations and specialised equipment, and the administration of medication according to prescription and local policy. When required undertake the role of Key/Support Worker in a variety of settings by, for instance, co-ordinating and liaising with the various services and families involved for an individual.	20%
4.	Contribute to the assessment of need through the daily knowledge of people and their needs, (i.e. risk assessments and person centred plans), to ensure the appropriate level of support and service is provided. Support the line manager with any arrangements relating to a multi-disciplinary meetings.	15%
5.	Liaise with appropriate person(s) in cases that cause concern or when conditions require attention to the physical and emotional needs of the customer or in respect of the physical environment. In emergencies to contact relatives, friends, G.P. or emergency services. Report any safeguarding concerns in accordance with the council policy and procedure	10%
6.	Attend staff and team meetings, as required, ensuring good, effective team communication and productive/dynamic working relationships which creates a positive environment for people accessing and working in the service. Actively participate in supervisions & check in and to attend all mandatory courses, relevant to the role, including safeguarding and manual handling, in order to develop skills and knowledge.	5%

Financial Resources:
The post holder may have responsibilities for small amounts of cash to be used for activities and must account for all monies as per LBC and local procedures.

Supervisory management
Day Opportunities Senior Support Workers have no direct line management responsibility for staffing, but for providing supervision and mentoring to up 8 Support Workers and Care Assistants

Physical Resources:
A range of equipment will be used to support activities, belonging to various agencies. The post holder will be responsible for the safe and correct use and storage and reporting of any damage or malfunction. They are jointly responsible, with all other team members, for reporting issues in regards to the safety and security of the building.
The service has access to a number of vehicles and all willing and eligible drivers will be expected to take a test to enable them to drive those vehicles, when required.
To be responsible for the correct use of an on-call mobile phone issued for work purposes only. To participate in an on-call rota.

Physical effort:

This is a busy, demanding role. Frequent manual handling, including bending and stretching and use of hoists/aids and adaptations/equipment is required. The post holder will be required to push people in their wheelchairs, set up and put away equipment for activities and participate in physical activities with individuals. Frequent outings and activities will involve transferring individuals to and from transport, pushing wheelchairs and supporting individuals with their personal care outside of the normal working environment.
Excessive exposure to emotional strain, supporting adults with learning, physical, health and sensory disabilities, as well as dealing with death and bereavement emotions experienced by the customers, self and work colleagues. On occasions the post holder will be supporting people who may be angry, upset or display some forms of behaviour, which is challenging.
A calm, sympathetic, helpful and non-confrontational approach will be necessary in such circumstances.

The post holder will need to be adaptable to change, including the venue and individuals group they are working with.

Working environment:

Most of the work required will be undertaken within a resource base and in the community /or meeting rooms within the Borough.
The environments can be noisy and hectic with constant demands on the post holder. The post holder will be expected to support people with their personal care which will involve dealing with bodily fluids – personal protective equipment is provided. Staff may work alone or with one other colleague depending on the needs and risk factors associated with each group or individual.

The post holder will be required to undertake some lone visits to individuals and families at their home address. Work undertaken is subject to risk assessment and in accordance with LBC's Lone Working Policy.

Other:
Able to travel across the borough and work across a number of sites.
Available to work outside of office hours.
Provide cover to other teams in Provider Services

Context:

Following the modernisation of day services for people in Adult Social Care this service is now provided through a community based model across the Borough in a range of settings. There are some specialised provisions within the service which include a building base for people with complex physical and health needs, a service for people with autism, people at risk of challenging behaviour and for people who have dementia.

There is an emphasis on the use of integrated community activities and resources, in partnership with colleagues working in the leisure, education, employment and community sectors. The aim is to provide quality, structured and stimulating opportunities which focuses on choice, inclusion and enabling people to achieve their aspirations and lead a fulfilled life.

There is an expectation to connect people to develop natural support systems with a commitment to enhance and improve lives. This includes the opportunity for people to socialise to reduce isolation and feelings of loneliness which can impact health and wellbeing with a focus on older people who may have very little contact with others. The post holder will also apply an asset based approach which supports safe, strong and cohesive communities.

As the service is based across the Borough, staff will need to be deployed across the locations to ensure efficient use of resources.

The job will involve working strictly within local policy and procedures including working within the standards set by the Care Quality Commission

The role will involve fully supporting people with personal, social and domestic support according to their assessed needs. The post holder will be responsible for updating care and support plans, risk assessments and participating in reviews to ensure that a person centred approach is applied with the full involvement of people, families and carers using a strengths based approach.
The work will involve face-to-face contact with people, their families / carers and members of the public. On occasions the jobholder will be dealing with people who may be confrontational, anxious, upset, distressed or that display some forms of behaviour that may be challenging. A calm, sympathetic, helpful and non-confrontational approach will be necessary in such circumstances. Clear communication is essential, the job holder would be expected to use or learn the many different ways of communication from

using signing, body language etc. You will be working within a multicultural environment with both males and females.

The post holder will be expected to support staff through mentoring and supervision and make professional judgements / decisions in relation to staff and the service. Under supervision respond to emergency situations, including; incidents, accidents, safeguarding allegations. Ensure that safeguarding processes are followed to keep people safe from harm and report outcomes and raise any concerns to senior management as required. The role will involve working strictly within local policy and procedures.

The post holder will be allocated to a specific base, which can be changed according to the needs of the service. The post holder will be expected to be available to work flexibility across the whole of Provider Service and provide cover which may include working weekends, shifts, sleep-ins or waking nights when required. The role will involve regular travel to meetings, people's homes and on LBC business and therefore the ability to travel in and around Luton; often at short notice (in emergencies) is normal practice.

The post holder will be required to work weekends, evenings and to undertake on call duties as the service is developing to operate outside of office hours. Additional payment is given for these duties, which will include taking phone calls and attending the relevant service to deal with an emergency.

Criminal Records Check (Disclosure)
Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected
Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give clear examples of how you meet the essential and desirable criteria.				
Attributes	**Essential**	**How Measured**	**Desirable**	**How Measured**
Experience	Some experience in community work or in social care services in a paid or voluntary capacity.	1,2	Some experience of working with people with disabilities.	1,2
Skills/Abilities	Able to support individuals to access a range of activities/services within the community. Able to provide formal support to staff. Able to care for peoples physical, emotional and social needs in a way that promotes independence, choice and dignity. Able to read, write communicate effectively with a range of people in a variety of settings. Able to act as an advocate for individuals in all aspects of their day care experience. Able to respond and liaise accordingly in cases of emergency situations. Work as part of a team.	1,2,3 1,2C 1,2 1,2,3C 1,2 1,2C 1,2		
Equality Issues	Able to identify when discrimination is taking place in service delivery or in the workplace and to take appropriate action where necessary	1,2		
Specialist Knowledge	Some knowledge of issues facing services for clients with learning disabilities and the needs of the	1,2		1,2

	clients group			
Education and Training	Ability and willingness to gain QCF Level 3 Care Qualification	1,2	QCF Level 3 in Care	1,2,4
Other Requirements	Able to travel and work flexibly across bases to meet the needs of the service. Willing to work shifts, split-shifts, including sleep-in and waking night duties as required Some flexibility with start and finishing times to facilitate unforeseen situations and to cover the service. Able to lift/move and handle, using lifting aids, if appropriate (after training) in line with Health and Safety regulations Able to converse with ease with members of the public and provide effective help or advice in accurate and fluent spoken English	1,2C 1,2 1,2 1,2 1,2	Demonstrable ability to train others in Manual Handling techniques.	1,2,4

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equalities Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Council's policies are reflected in all aspects of his/her work, in particular those relating to;
(i) Equal Opportunities
(ii) Health and Safety
(iii) Data Protection Act (2018) & General Data Protection Regulation (2018)