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| **JOB DISCRIPTION**JOB TITLE: Senior Support Worker | **REPORTS TO:** Care Services Manager |
| **Overall Purpose**To enable vulnerable people living in a variety of different settings to manage their tenancies and move towards greater independence within the community by providing a flexible and individually tailored support package to meet the needs of all who uses our services. **Support the Care Services Manager:*** In meeting CQC requirements and all statutory requirements placed on the service
* Reporting consistently poor practice within the staff team
* Reporting staff who abuse PIL time, when on shift and completing duties
* Compiling and updating evidence for CQC inspection

**Key Roles** To Support tenants to: 1. Make informed choices and decisions about their lives
2. Increase and maintain their daily living skills to a high standard.
3. Take part in community life whilst improving their mental health and their sense of well-being.
4. Ensure key PIL documents are completed and updated when on shift
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**Responsible to:** CareServices Manger

**Key Responsibilities:**

**To Support Staff:**

1. At the beginning of each shift, ensure support staff are allocated appropriately to work in different schemes.
2. Ensure support workers duties are delegated fairly during each shift
3. Assist the manager in ensuring support workers complete and sign all relevant documentation before their shift ends
4. Ensure staff read messages & diary and action as required.
5. Ensure clients monies are checked and accurately recorded during each shift
6. Ensure medication is checked and records are signed
7. Remind staff to read and implement PIL’s policies and procedures
8. Advice staff to speak with the manager when necessary

#### Supporting Tenants

1. Recognise and respect each tenant’s rights as an individual who has abilities, ideas, responsibilities, wishes, hopes and feelings.
2. At all times, show a respectful attitude to each tenant through body language, tone of voice and verbal and written communications.
3. Assist tenants to write their own support plans and review these when required
4. Support and keywork tenants to achieve individual goals as set out in each support plan. Share written records of support plans and weekly activities with the tenants.
5. Undertake initial & continuous assessment of needs and potential risks & agree levels of support and actions.
6. Encourage and enable tenants to pay their rent and to ensure that rent accounts are monitored in conjunction with the Housing Management Agency.
7. Develop and maintain links with all key agencies, health and social care professionals and service providers in the local community.
8. Encourage the independence of tenants by recognizing and developing existing skills, in ways that take account of their individual abilities, anxieties, preferences and health needs.
9. Assist tenants to develop skills and confidence in budgeting, food shopping and meal preparation. Support tenants to apply for and access benefit entitlements.
10. Support tenants to plan journeys, trips, activities and holidays away from home. Accompany and support the tenant where appropriate.
11. Support tenants to develop and maintain relationships with family and friends outside of their home.
12. Communicate effectively with relatives, advocates and other professionals who support the tenants.
13. Promote a positive image of the tenants in the community at all times.
14. Support tenants to develop and maintain positive contacts in community groups and facilities where inclusion is promoted.
15. Support tenants to find and keep appropriate jobs, continue their education or training, and/or take part in valued and fulfilling activities.
16. Chair House meetings and type up notes
17. Provide support to tenants all schemes and outside with outreach tenants

# Policies and Legislation:

1. Become familiar with and follow all policies and procedures of Paradise Independent Living Ltd standards of conduct and practice for Support Workers.
2. Support Care Services Manager by completing checks and carrying out quality monitoring to meet CQC requirements.
3. Providing monthly and weekly reports on quality monitoring carried out to manager
4. Be familiar with Paradise Independent Livings statement of purpose and promote its aims and objectives.
5. Take personal responsibility, and support the agency, to meet the requirements of legislation including: Health & Safety at Work Act, Fire Regulations, Confidentiality, Food Hygiene, Equal Opportunities and CQC regulations
6. Identify and address issue, if staff are working outside PIL’s policy framework and legal guidance and report to back to the manager any concerns

# Individual and Team Work:

1. Attend and contribute to team meetings and Support Plan reviews offering constructive criticism that will improve the quality of the service.
2. Value and respect team colleagues.
3. Support a consistent team approach to meet the individual needs of tenants.
4. Support Paradise Independent Living Ltd quality standards and help provide evidence of how these are being met. Complete and maintain all necessary up to date records and documentation.
5. Attend, and contribute to regular one to one-supervision meetings and performance reviews with your line manager. Work to meet personal and team objectives within agreed timescales. Be accountable for the quality of your work, and notify your line-manager of any concerns promptly.
6. Regularly attend in-house training, team development days and external courses.
7. Be available to work shifts on pro-rota basis, providing support in mornings, evenings, weekends, bank holidays and sleep-ins, according to the needs of the tenants. Support in and outside of the project at these times with flexibility.
8. Be available to undertake shifts, including weekends and bank holidays.
9. Undertake induction, Health and Social care training and or other qualifications to an appropriate level.
10. Carry out other duties required by the Care Service Manager that will support the service.

**SENIOR REHABILITATION WORKERS SHOULD NOT TAKE RESPONSIBILITIES FOR THE FOLLOWING:**

* Dealing with conflicts/complaints between staff
* Undertaking supervision sessions
* Assisting other seniors with CQC evidence paperwork unless these have been approved by the manager and permission is given to do so.
* Amending rota, dealing with changes to the rota when off duty unless authorized.
* Agreeing staff overtime.

**Team leaders who consistently fail to carry out their duties according to PIL’s policies and have poor performance record, after training and support will have their role reviewed**.

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| **Compiler:** Leonie Da Silva  | **Date:** July 2021 |

 **Next Review Date**: July 2002