

# Lead Support Worker



Deliver a quality person-centred service to the people we support within the home(s), enabling them to live their most independent and fulfilled life. You will also be required to assist with additional activities as required to support the effective operation of the service.

## What I am Accountable for

### Delivering quality person centred care

- Support and promote the delivery of better quality outcomes for the people we support
- Ensure day to day health, safety and wellbeing of the people we support, and quality of care provide to the people we support
- Ensure all record keeping is kept up to date in line with all policies and procedures including accurate and timely reporting of Nourish
- Update Vantage with relevant incidents, safeguarding, health and safety concerns to ensure accurately reporting is maintained
- Advocate for the people we support and their rights as equal citizens, and support involvement initiatives across the home
- Complete accurate shift handovers at the end of your shift to ensure smooth and effective continuity of support
- Carry out daily checks on finances of the people we support to ensure appropriate provision and governance
- Ensure activities are carried out in line with internal policy and procedures, including the governance manual, regulatory contractual and legislative requirements
- Identify, mitigate and escalate risks and issues to line manager as appropriate, to ensure safe services are maintained for the people we support and our colleagues
- In the absence of a line manager, assist in the co-ordination of shift activities for example contacting recruitment agency etc, to ensure operational needs are provided for
- Assist new and less experienced colleagues to develop by acting as a buddy and/or providing shadowing opportunities to support their development
- Assist with completion of incident management and complaint processes, and actions required to mitigate future risks
- Assist with completion of activities associated with significant business continuity incidents as directed by the line manager
- **Take appropriate action for Amber Warning is addressed appropriately during shifts (Nourish) – to check what support worker sees ?**

- Assist the line manager with the administration of medication in line with the needs of the people we support and governance
- Identify and recommend opportunities for continuous improvement to maintain high quality performance of contracts and consistent standards for the people we support
- Actively participate in own supervisions, OPRs and learning and development, including timely completion of mandatory training
- Ensure delivery of key performance indicators relevant to the role

### Additional support activities

- Complete individual and service audits as directed by the line manager to ensure quality standards are maintained
- Act as a role model for new and less experienced colleagues in the home
- Complete observations of Support Workers and provide feedback and mentoring to support their development and completion of competencies
- Update support plans on nourish and communicate changes as appropriately to the team
- Assist and promote the adoption of technology and new ways of working, to support improvements and ensure accurate maintenance of data about the people we support in compliance with GDPR, health and social care regulations
- In the absence of a line manager, act as a contact for key concerns regarding the people we support, their families and associated partner agencies as part of the circle of support, escalating where appropriate

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## How I Operate

### **We believe that everyone has the potential to grow, learn and make choices**

- I actively seek opportunities available to develop myself and my potential
- I do what I say I'll do, take ownership and I am accountable for my actions and decisions
- I understand that we all depend on each other to be successful and I support everyone to achieve team goals
- I seek and give constructive feedback in order to improve what I; and others do

### **We all communicate in an authentic and confident way that blends support and challenge**

- I am empathetic, genuine and human in all my interactions with people
- I treat others with respect
- I actively listen and embrace others points of view
- I represent my true beliefs in a meaningful and appropriate way
- I base my feedback on reliable facts and evidence

### **We are here to embrace change even when it is complex and uncomfortable**

- I recognise my own reaction to change and respond constructively
- I support others appropriately through change
- I know and understand the reasons for change and embrace this
- I ask for clarity if I'm uncertain and communicate what I need

### **We treat each other and those we support as individuals however difficult and challenging**

- I adjust my style to suit the situation or individual and remain authentic
- I know and understand what I need to be at my best
- I seek to understand the needs of others and respond appropriately and respectfully
- I put people we support/customers at the heart of everything I do

### **We deliver better outcomes by encouraging ideas and new thinking**

- I work together with others to get the best outcome possible
- I remain focused on what I am trying to achieve
- I find better ways to deliver what is needed
- I continually think of ways to improve what we do
- I hold myself accountable for the delivery of outcomes

### **We commit to building a strong and financially viable Turning Point together**

- I understand and am aware of the financial impact of the decisions I make
- I am focused on better ways of doing things to create opportunities
- I understand and welcome the need to grow our organisation
- I contribute to building a financially strong organisation in order to reach more people
- I know and understand the wider environment in which the organisation operates: its customers, competitors and suppliers

## WHAT I NEED:

### Essential:

- Effective communication skills
- Effective organisational skills
- Integrity
- Ability to help the people we support to achieve their goals
- Integrity and ability to maintain professional boundaries and present a professional image at all times when caring for the people we support
- An interest in social care sector ideally in Learning Disabilities
- Ability to use computers to enable digital recording of care plans
- Ability to lead my example and a sense of social understanding <lead only?>
- Previous experience as a Support Worker in the adult care sector, ideally in Learning Disabilities <Lead only>
- Have or be willing to complete NVQ 2/3 or equivalent in care <lead only?>

Skills \ Knowledge