

Senior Support Worker

Job expectations



PEOPLE:

- Line Manager and supervision of support workers, ensuring a 1:1 matrix for the year is in place
- Undertake observations of support workers and provide coach and mentoring feedback as needed
- Support staff with ensuring that all necessary support plan paperwork is updated, regularly reviewed and saved on the shared drive
- Responsible for the recruitment of support workers and compliance with the recruitment, induction and on boarding processes
- Lead of team meetings and maintain a meeting matrix for the year
- Working In a person centred way that contributes to the quality of life and advocating for the people we support and their rights as equal citizens
- Support Team Managers in preparing and attending care reviews, MDT meetings and best interest meetings (etc.)
- Providing annual leave cover for each other
- Escalating any incidents or issues to the Team Manager as appropriate

PROCESS:

- Ensuring the correct reporting and recording of any HR processes, including RTW interviews, supervisions and probationary reviews in line with Turning Point policies
- Supporting the Team manager with formal meetings
- Ensure each support worker staff file is compliant.
- Set and maintain person centred rotas
- Carry out spot checks / out of hours
- Oversee incident submissions, including updating if responsibility has been delegated
- Quality Checking – finance, Senior audits, Medication audits, Peer Audits, House Keeping, Out of Hours (completion of some audits can be delegated)
- Completion and printing of any paperwork required for the property/files.

MY JOB:

Senior Support Worker



...Ensuring quality and safe service delivery for the people we support, whilst being responsible for managing day to day activities of a team

WHAT I AM ACCOUNTABLE FOR:

- The delivery of high quality, effective, safe and individualised services and care for the people we support
- Adhering to and ensuring Support Workers adhere to internal compliance and governance; and external regulatory frameworks
- Adhering to; and ensuring Support Workers adhere to organisational policies and procedures
- Providing excellent management and development of a team of support workers to enable the delivery of a high-performance culture

HOW I OPERATE:

Values Led Leadership

- Role modelling our Values
- Act as an ambassador for the organisation
- Visible and inspiring management style
- Ability to be flexible and adaptable
- Coaching and mentoring teams to deliver excellent quality services and care

WHAT'S IN IT FOR ME:

- Career pathway and professional development
- Formal qualifications
- Pay progression
- Enhanced benefit package
- Being part of a learning organisation that shapes our vision and values to make a positive difference to peoples lives

WHAT I NEED:

Skills \ Knowledge

- Passion, energy, enthusiasm
- Excellent communication skills
- Understanding of the Health & Social Care sector with specialist knowledge as required
- Foster an effective, cross team and collaborative way of working
- Knowledge of IT systems