

JOB DESCRIPTION

Job title	Senior Support Worker
Department	Learning Disabilities
Reports to	Team Manager
Grade	Grade 3

Job purpose	To assist in delivering TP's Learning disabilities strategy reflecting our person-centred values and high levels of ambition for the individuals we support and our own staff. To enable service users with individual needs to improve their quality of life and be part of their communities. To promote independence, wellbeing, rights, responsibilities and choice among service users. To provide day to day care and support to enable the individuals who use Turning Point's services to live as independently as they wish. To lead on a specialism (eg PBS), being a champion in a key area or an internal trainer in that specialism or To support supervision of the Support Worker team in day to day activities, compliance and accountabilities.
Key Accountabilities	Quality - To maintain a high level of quality in service provision by – - Meeting quality expectations and agreed performance criteria - Participating and utilising management information and information collection systems as appropriate - Contributing to the continuous improvement of the Service - Undertaking spot checks on day to day activities - Ensure incident reporting and escalations are made as appropriate - Complying with all Health and Safety requirements of Work Instructions and relevant legislation Own Development - To continuously review own performance and development needs to assist growth and development by:- - Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework and skills profile for the Support Worker role. - Participating in training and other development opportunities as agreed with your line manager. Health and Safety & Risk Management - To ensure a safe working environment for self and colleagues by:- - Ensuring good standard of housekeeping is maintained in own area - Ensuring risk assessments are completed when appropriate - Taking personal responsibility for own safety e.g. reporting concerns, ensuring appropriate vaccinations and eye tests etc. are obtained - Complying with all H&S policies and procedures including serious untoward incidents and accident reporting - Complying with all Work Instruction requirements and supervising the Support Worker team to achieve their own

	Compliance - To ensure compliance with internal and external standards and codes of conduct by- - Meeting all regulatory requirements - Comply with Turning Point's Code of Conduct, policies and procedures - Supporting Support Workers to achieve compliance standards
	Miscellaneous - To undertake any other duties reasonably requested by the line manager.
	People we Support - To proactively deliver a high quality/person centred service provision that meets the needs of people we support by carrying out the role of Support Worker when not working in a supervisory capacity, or specialist including – - Supporting individuals with their personal care - Supporting individuals with housekeeping duties - Promoting people's rights and responsibilities - Working as an effective member of the team - Providing information for people we support and others - Delivering agreed support packages to appropriate standards - Liaising with external professional groups (eg Social Workers) - Ensuring record keeping is maintained to the required standard - As appropriate, assisting people we support to take their required medication - Ensuring risk assessment and risk management is delivered - Ensuring work is undertaken in line with Health & Safety requirements, including manual handling - Assisting the facilitation of effective care pathways - Supporting individuals to achieve goals and objectives as set out in individual care plans - Supporting and enabling individuals to access community based services and facilities
	Service Support - To assist in the implementation, development and delivery of the service by:- - Participating in the induction of new colleagues when required. - Delivering all tasks on time and to agreed quality standards. - Participating in the service user reviews with line manager or other colleagues.
	Service Development & Quality - To work collaboratively to develop the service by:- - Ensuring the service and the wider organisation of Turning Point is represented in a professional manner at all times. - Proactively contributing to continuously improving the service by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working. - Ensuring day to day delivery of service provision embeds and extends Turning Point's person centred approach.
	Empathy and Support - To provide empathy and support to service users by:- - Working with service users in a person-centred way, to meet needs, personal goals and aspirations

	- Encouraging service users to achieve their potential - Promoting independent living through service users' personal choice, advocacy and support - Taking account of the views of service users' families, carers and significant others.
	Sector Quality Standards - To ensure all services are delivered in accordance with recognised standards by: - - Ensuring all services are delivered within CQC and/ or Supporting People standards as appropriate.
	Community Access - Supporting individuals to access the local and wider community, visiting local amenities, carrying out activities both on foot and public transport.

Dimensions	Direct reports	Support Workers (supervision)
	Total staff overseen	Support Workers (supervision)
	Internal contacts	Service users Service Manager/Team Manager Team Members
	External contacts	Carers/Friends/Family members Regulatory bodies Local community members
	Planning horizon	Provide in-depth key working services for (typically) 1:3 service users (TBC)
	Problems solved	TBC
	Financial authority	Responsible for handling petty cash for service user (typically £50-£100 but may be up to £500) Manage service user monies in line with local and organisational policies and procedures.

PERSON SPECIFICATION

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Personal effectiveness	Essential	Desirable
	Excellent customer service skills Display a flexible attitude towards providing a service Comfortable with providing personal and intimate care to our service users. Adaptable and able to work in a challenging and changeable environment Display a caring and empathetic approach to people with Learning Disabilities Able to undertake the moving and handling of service users following training	Supervisory experience or carrying out individual or group supervision in an LD Service

Technical effectiveness	Essential	Desirable
	Proven verbal and written communication skills with the ability to receive and undertake instruction and to tailor the message to the audience. Collaborative team working skills Ability to deliver against agreed objectives/targets IT skills in particular the use of Microsoft Word.	Display an awareness of - Current Learning Disabilities issues and understanding of a person-centred approach Current legislation and policy that impacts upon and influences service delivery, such as Valuing People The Protection of Vulnerable Adults guidelines Able to deliver a range of services in a person centred, non-judgemental manner. Proven track record in managing incidents of verbal and violent aggression

Acquired experience & qualifications	Essential	Desirable
	Recognised qualification and experienced in an area of expertise (Specialist Support Worker). Previous experience in the care profession.	Supervisory experience or carrying out individual or group supervision in an LD Service Vocational qualification e.g. NVQ 3 or willingness to work towards

Other requirements	Essential	Desirable
	Willing to travel to other locations within a reasonable distance of main place of work.	Current, clean driving licence