**Job Description**

<table>
<thead>
<tr>
<th>Section/Service: Extra Care Housing scheme</th>
<th>Department: Older Adults</th>
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<tbody>
<tr>
<td>Job Title: Senior Support Worker</td>
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<td>Responsible to: Deputy Manager/Registered Manager</td>
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<td>Hours FT or PT: To work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays</td>
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**The Extra Care Housing Service**

Extra Care enables older people to remain as independent as possible in their own homes while having the reassurance and convenience provided by an on-site care service.

The care provided is regulated by the Care Quality Commission (CQC) who monitors and regulates the care we deliver. We are required to meet their Fundamental Standards of Quality and Safety; ensuring services are safe, effective, caring, responsive to people’s needs and well-led.

**The Role**

- To support the Deputy and Registered manager in the daily running/management of the services and ensuring compliance for the purpose of CQC and Health and Safety
- To be responsible for helping to develop and ensure regular updating of person centred care plans for all, ensuring precise and up-to-date medication records, completing risk assessments to ensure that safety to staff, customer and visitors
- Provide a valuable role modelling and coaching role to all support workers.
- You will provide person centred personal care and well-being support to older people living at the Extra Care service.
- You will work closely with customers in a person-centred way to ensure that customers retain their independence for as long as possible.
- You will collaborate with customers, families, carers, and involved professionals to provide a consistent and coordinated service which maximises outcomes for customers.
- You will document all work undertaken and contribute to customer reviews.

**Main Duties and Responsibilities**

**Support Duties include:**

- Develop warm, trusting relationships with customers to encourage them to express their needs, views and concerns.
- Respect customer’s rights to privacy and ensure that their dignity is maintained at all times.
- Be flexible and responsive to customer needs following their Support Plans.
• Support customers to retain practical and social skills and their independence.

• Provide sensitive and dignified personal care in line with customer preferences.

• Advise and support customers in managing their tenancy and maintaining the safety, hygiene and comfort of their home.

• Empower customers to express needs and preferences and to make choices and decisions.

• Enhance the confidence of customers through encouragement and positive feedback.

• Assist customers with activities of daily living including:
  ▪ Shopping
  ▪ Meal Preparation
  ▪ Domestic tasks
  ▪ Laundry and ironing
  ▪ Managing day to day finances
  ▪ Participation in community activities both locally and at the scheme

• Provide direct respectful and dignified personal care, including helping customers with the following:
  ▪ Washing
  ▪ Dressing
  ▪ Assisting with toileting
  ▪ Nutrition & hydration

• Advise, encourage, and support customers to maximise their self-care and independent living skills.

• Collaborate with customers, families, carers, and the support team to make the most out of the service and to maintain the security of the service.

• Support customers with budgeting and managing finances and ensure that they are able to maximise their income by liaising with Welfare Rights agencies.

• Support customers in meeting cultural and spiritual needs and in expressing their identity.

• Encourage customers to identify their strengths and interests and support service users in accessing social and leisure activities.

• Enable and support customers to participate in their community.

• Promote a healthy lifestyle and give advice and support in respect of diet, exercise, stress reduction, smoking cessation and weight management. Support the service user to manage long-term health conditions, including diabetes, mobility issues, dementia, and degenerative illnesses associated with aging.

• Liaise with GPs, paramedics, occupational therapists, and other key health professionals to support customers to maintain their physical and mental wellbeing.

• Inform line manager and involve professionals of concerns or changes in customers’
needs and circumstances. Report any concerns regarding children or vulnerable adults with immediate effect to the line manager and Registered Manager.

- Support customers in complying with administering prescribed medication in line with company policies and procedures. Liaise with pharmacies, GPs and other health professionals regarding customer medication and health.

- Enable customers to maintain their independence and to promote rehabilitation with assistive technology in line with customer Support Plans and manufacturer recommendations, including the use of telecare systems.

- Work within risk management guidelines and assist customers in reducing risks to themselves and others. Report concerns regarding risks to senior staff, the Registered Manager and involve professionals.

- Maintain a high standard of customer care and encourage feedback from customers and other agencies. Promptly report and document all complaints, suggestions and feedback.

- Respond to emergency pull cords and take appropriate action in the event of emergencies, ensuring that the appropriate people are informed of any actions needed.

- Ensure that accurate records are maintained. Document work undertaken in support of customers, their progress, concerns and communication with other agencies.

- To assist customers, ensuring they can access information and repairs when required.

- To assist in reporting maintenance issues in the scheme.

- Having contact with contractors carrying out maintenance issues or repairs (only applicable if there is no senior support workers on site)

**General Duties**

- Accept/provide support, supervision and guidance.

- Carry out all work in a manner consistent with Optalis core values.

- Ensure that you and other staff, comply with the following:
  - Health and Safety policies and Equal Opportunities Policy
  - Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns following company guidelines.
  - Confidentiality and data protection
  - Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
  - Support customers with physical needs, including moving and assisting, using hoists & other equipment according to training as required.
- Identify own training needs in discussion with line manager and attend training events and courses as required.
- Any other duties as required.
# Person Specification

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<tr>
<th>Qualifications/Education/Training:</th>
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<tr>
<td>Knowledge of the care role</td>
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<tr>
<td>NVQ Level 2 or QCF equivalent</td>
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<tr>
<td>Knowledge of assistive technology</td>
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## Experience

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<tr>
<td>Demonstrate a warm, positive and respectful approach to older people</td>
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<td>Recording &amp; reporting observations accurately</td>
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<tr>
<td>Experience of caring for older people in either personal or work capacity</td>
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## Skills and Abilities

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<td>Communication skills</td>
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<td>Ability to undertake Moving and Assisting tasks</td>
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<td>Understand the needs of older people</td>
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## Personal Qualities

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<td>Ability to work as part of a team</td>
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<td>Ability to work unsupervised in customer’s homes according to planned support, customer’s needs &amp; preferences</td>
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<td>Ability to be sensitive &amp; empathise with customers</td>
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<td>A positive attitude</td>
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<td>Ability to use initiative</td>
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D – Desirable, E - Essential
Optalis Company Core Values:

**Customer Service**
We listen to our customers and offer genuine choice tailored to their individual needs.
Our customers are at the heart of everything we do.

**Respect**
We respect equality, diversity, and the beliefs and dignity of all our customers and staff.

**Transparency and Integrity**
We will inspire confidence and trust by operating an open, accountable and transparent culture across all levels of the company.

**Communication**
We ensure two-way communication with our customers and staff; providing clear, accurate information.

**Continuous Development**
We embrace and drive forward positive change within the organisation.

**Enjoyable and Rewarding**
We place emphasis on staff satisfaction and will create an environment which offers opportunity for personal and professional growth.