

Job Description

Section/Service: Allenby Road	Department: Regulated Services
Job Title: Senior Support Worker	

Allenby Road

Working within a residential setting for 4 individuals with a learning disability. To provide person-centred quality care and support to adults with learning disabilities whilst staying at Allenby Road. To ensure that all customers have safe, enjoyable lives that continues to support their independence, choice and control. Providing customers with full and active lives that support them to maintain and enhance their quality of life, supporting them to maintain family and friends networks, developing and increasing social networks. Supporting good physical and emotional well-being.

Primary Purpose of Role

To support the Registered Manager in the daily running/management of the service and ensuring compliance for the purpose of CQC and for Health and Safety and Safeguarding supporting the development of quality measures.

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 for all our customers, completing risk assessments to ensure that safety of customers, staff and visitors.

Provide a valuable role modelling and coaching role to all care workers. To undertake additional duties dependent on the needs of the individuals living within the home.

To help support 4 individuals in respite care to enjoy the most independent and satisfying lifestyle as possible.

Main Duties and Responsibilities

- ❖ Ensure all services continue to be safe, effective, well-led and caring
- ❖ Supporting customers
- ❖ Updating person centred care plans
- ❖ Ensuring precise and up to date medication records
- ❖ Completing risk assessments
- ❖ Tracking and updating incidents and ABC reports
- ❖ Ensuring focus and attention is given to recording and reporting of outcomes in all areas around the customer needs and wishes
- ❖ Completing competency checks and observations
- ❖ Attending meetings with colleagues and other professionals
- ❖ Supporting with rota management
- ❖ Providing on-call service
- ❖ Responsible for managing finances
- ❖ Responsible for supervising 2 members of Support Staff
- ❖ Provide hands on care when required
- ❖ Assist in creating a safe, homely and supportive environment
- ❖ To undertake weekends, bank holiday as and when required on a rota basis

This list is not exhaustive and may be added to or amended in line with the needs of the service.

Person Specification

D – Desirable, E- Essential

Qualifications/Knowledge/Experience:	D/E
❖ QCF/NVQ Level 3 in Health and Social Care qualification (or equivalent)	D
❖ Management qualification	D
❖ Relevant specialist knowledge relating to specific responsibilities e.g. learning disabilities	E
❖ Substantial knowledge, experience and skills in dealing with sensitive issues	E
❖ Knowledge of legislation, CQC, health and safety and safeguarding	E
❖ Significant experience in adult services	E
❖ Experience of providing on the job supervision	D
❖ Experience of rota management and on call	D
❖ Significant experience of administration of medication	E
❖ Experience of writing risk assessments	D
Skills and Abilities	
❖ Provide leadership and motivate staff	E
❖ Ability to always keep customers as the focus for the job purpose	E
❖ Prioritise, plan and organise work effectively for self and others	E
❖ Self-motivated	E
❖ Able to make non-routine and complex judgement and decisions	E
❖ Problem solving	E
❖ Competent user of IT	E
❖ Excellent communication skills, both written and verbal	E
Personal Qualities	
❖ In order to thrive in this challenging environment and maintain the service as a pleasant, friendly and secure place to live; the successful candidate must possess strong people skills; communication skills; good observational skills; experience of assessing an individual's on going care and support needs.	E

Other

- ❖ Flexible approach to working arrangements/hours
- ❖ Able to travel independently
- ❖ Willingness to undertake training
- ❖ Able to deliver person specific training to staff team
- ❖ Any other duties commensurate with the post
- ❖ Hold a full, clean driving license with use to own vehicle

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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.