



STOCKDALES

Supporting Children & Adults with
Learning Disabilities in Manchester

Job Description

Job:	Support Worker progressing to Senior Support Worker
Reports to:	Registered Manager or Delegated Deputy
Salary Scale:	£8.80 - £9.80 per hour
Hours:	Up to 37.5 hours per week on a shift system, which includes; evenings, night shifts, weekends and bank holidays as required & inclusive of waking nights and sleepovers. Part-time and Weekend Worker roles available.
Job Benefits:	Up to 28 days holiday per year pro rata inclusive of bank holidays. Contracted & Casual Positions available Enhanced pay for Bank Holiday working & Night shifts For contracted staff: <ul style="list-style-type: none">• Pension Scheme.• 'Simply Health' scheme after one year qualifying service.
Essential	Personal or professional experience of caring and supporting people Basic IT skills – Microsoft word & email Basic reading and writing skills A desire to progress in care Flexibility & commitment
Desirable	QCF/NVQ in care or equivalent & commitment to own professional development. Car Driver (where a full clean driving licence is held you will be expected to drive company vehicles as part of the role)

JOB PURPOSE

To bring a 'can-do' attitude, energy, enthusiasm and drive to the role of supporting service users to live a full and varied life.

To be physically fit and able to support people with learning & physical disabilities with all aspects of daily living including personal care, emotional needs and social interaction.

To work as part of a care and support team in a variety of settings, including; Residential services, Community Support Services, clubs and within service users' own homes.

To work towards coordinating and leading shifts by completing the Senior Competency Assessment.

Actively engage in clinical competency training to meet the needs of the people we support.

Be an instrumental member of the team supporting people to lead full and active lives as members of their community.

To provide person centred support for individuals who have a range of physical and learning disabilities including people with profound, multiple learning disabilities and complex health needs.

Work in partnership with the staff team, internal and external stakeholders, professionals and the local community to achieve best practice in line with Stockdales Mission statement.

Carry out support worker activities to a high standard and contribute to a culture of open information, communication and constructive feedback with colleagues and the management team.

Safeguarding children and vulnerable adults is a priority for all employees.

NATURE OF THE POST - Support Worker

Employees should note that they are employed by Stockdales and will be required to work across *all* service areas.

Service Users have a variety of needs requiring varying levels of support. Services are needs led and staff will work shifts as allocated by the Manager or Delegated Deputy. This includes unsocial hours, mornings, evenings, weekends, night shifts (sleepovers/sleep-ins) bank holidays and religious festivals.

We take a holistic approach to care and supporting service users to live a full life includes supporting them on their holidays in the UK or abroad and taking part in activities of their choice.

It is an expectation that the post holder will successfully complete Stockdales' Induction Programme, Care Certificate and all relevant training within required timescales.

Support Workers will participate in care planning and risk assessments requiring excellent communication with a variety of health and social care professionals, families and relevant others.

They will complete daily reports, attend and contribute at meetings, supervisions, annual appraisals and to be proactive when working independently or within a team.

The role involves some lone-working; staff are expected to work within policy guidance and adhere/contribute to all risk assessments.

Support Workers must be able to demonstrate resilience and respond positively to demanding situations.

The work of the Support Worker is guided by the Senior Support Workers and Management Team but, in time and upon completion of relevant competency checks and training, the Support Worker will assume Shift Leader Responsibilities as directed. The key duties include record keeping in accordance with legislation and regulations, the administration and recording of medication and leading on specialist support techniques.

The Support Worker will also be required to provide guidance to less experienced members of the team.

The post holder will be provided with on-going professional development training and receive guidance and support from experienced managers, therefore must be committed to their own personal development and training needs.

A requirement of the post is to maintain professional conduct, work within current legislative frameworks and adhere to Stockdales' Policies and Procedures.

The Nature of Stockdales' work is varied and at times unpredictable. All staff are required to work flexibly to meet the needs of the Service Users and any demands on the service, this may result in additional tasks being undertaken that have not been covered in the job description.

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility and is open to change and review at any time

This post is subject to a satisfactory DBS check and references as well as completion of an acceptable probationary period of 6 months and completion of Stockdales' Shift Leader Competency Assessment.

KEY DUTIES – Support Worker

1. Perform personal care and health care tasks with dignity and respect and in line with person centred practice and assessed needs.
2. Support workers are required to develop positive relationships with the people we support, and be able to meet individual needs with particular attention to gender, age cultural background and personal interests.

- 3.** Promote fair access to health services by supporting service users to health appointments where appropriate.
- 4.** Where a support worker is 21 years and over, has a full clean driving licence and 2 years car driving experience they will be expected to drive a vehicle as part of their role.
- 5.** Actively engage in training and demonstrate a high level of commitment to personal and service development to enable Stockdales to maintain a competent, confident and skilful workforce.
- 6.** Attend appropriate training as and when required and within the first six months of your employment complete relevant training including the competency assessment booklet
- 7.** Attend team meetings and supervisions and make a positive contribution to team and service development
- 8.** Provide dignified, person centred care to service users in accordance with their assessed need. This includes facilitating personal care, supporting individuals with all identified self-help skills, working with those whose behaviour can challenge, following support plans, showing empathy and contributing to multidisciplinary meetings.
- 9.** Support people to live in their own home providing a caring, safe and person centred environment that meets the needs of the individual. This will include effective team working to achieve high quality standards of care that are set and agreed by the Registered Manager on behalf of Stockdales as a whole. Lone working will also be required.
- 10.** Maximise service user outcomes and enhance their experiences by promoting new opportunities and achievements promoting community integration. This includes supporting service users on their holidays in the UK or abroad and/or working in service user homes providing home care packages of support.
- 11.** Demonstrate a good sound value base promoting dignity and respect at all times in line with the Mental Capacity Act 2005
- 12.** Maintain accurate and up to date records of the work undertaken with service users using both written and electronic media, maintaining confidentiality at all times.
- 13.** Undertake a range of domestic duties, including cooking and cleaning to ensure high standards are maintained and compliance with health and safety policies / risk assessments. Promoting meaningful activities and independent living skills that are inclusive of choice and personal preference.
- 14.** To demonstrate effective time management and be able to work without direct supervision including lone working as appropriate.

15. Ensure you are knowledgeable about Stockdales' Policies and Procedures and undertake any task deemed appropriate to the post and the remit of the service
16. Comply with the standards of conduct and practice established by regulatory bodies including CQC and Ofsted and ensure that you adhere to them at all times.
17. Be motivated and prepared to work towards a competence based assessment that leads to being able to perform some tasks expected from a Senior Support Worker.

NATURE OF POST – Senior Support Worker

The role of Senior Support Worker includes all the duties covered in the Support Worker description but the Senior Support Worker will assume Shift Leader Responsibilities as directed. Leading shifts, delegating duties to the team on shift, medication ordering, stores orders, planning holidays, liaising with families and professionals, relaying messages accurately to seniors, escalating any safeguarding concerns reported to them following the organisational protocol & procedure.

The duties of a Senior Support Worker will be directed by the Management Team these can change dependant on the needs of the service and service users at any one time.

The Senior Support Worker will also be required to provide guidance to less experienced members of the team. The post holder will be provided with on-going professional development training and receive guidance and support from experienced managers, therefore must be committed to their own personal development and training needs.

Senior Support Workers will 'act up' and take on more responsibility to support the Assistant Manager in the absence of a Service Manager and will support the Service Manager in the absence of an Assistant Manager.

Senior Support Workers are expected to take the lead with Keyworker responsibilities of allocated Service Users and support the allocated support worker well so that they are able to take over this responsibility in their absence.

A requirement of the post is to maintain professional conduct, work within current legislative frameworks and adhere to Stockdales' Policies and Procedures.

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility and is open to change and review at any time

ADDITONAL KEY DUTIES – Senior Support Worker

1. Complete health care tasks to a high standard and complete competency based assessments in specified areas in line with policy and established protocols.
2. Ensure the health and safety of service users, staff and other people in the services is a priority. Follow and contribute to the risk assessment process for every task and activity undertaken by staff or service users.

3. Monitor and maintain a high level of recording and report writing from all team members. Ensure that records are completed to a consistently high standard and that all incidents are properly and accurately recorded and reported.
4. Assume shift leader responsibilities when directed and fulfil these responsibilities fully in line with the shift leader competency assessment framework.
5. Prepare professional reports and attend meetings where necessary with service users, relatives, Care Managers, Senior Staff, other Agencies and representatives from the Local Authority.
6. Contribute to assessments of need, formulation of plans and reviews. This involves working in partnership with other agencies and taking into account the wishes and feelings of the service users, their families and other relevant persons, in line with current legislation.
7. Develop and maintain an awareness of safeguarding issues, the assessment process and the management / recording of risks. Report concerns in line with the safeguarding policy.
8. This list is not exhaustive, a Senior Support Worker will be delegated duties as deemed necessary by Management.