



JOB DESCRIPTION

- Senior Support Worker

REPORTING TO

- Deputy Manager
- Home Manager

JOB PURPOSE

- To work in a supportive role alongside people with a learning disability, who may have additional physical or sensory disabilities, providing whatever support, information and guidance they may need to lead fulfilling lives in the community.
- To lead the shift in the absence of the Manager / Deputy.
- To work in a manner which demonstrates understanding and commitment to CQC's five Key Lines of Enquiry.

KEY DUTIES

- To support people living in the home with all aspects of their daily lives; providing the highest standards of physical and emotional care
- Understands and maintains the safety and well-being of all people using the service
- To actively promote and facilitate choice and decision making for people who use the service, encouraging self-help and independence as far as practicable for each individual and to commit to working with individual support plans to support all people using the service to achieve their goals
- To engage and involve the people who use the service, in the development of plans and records that relate to them
- To support opportunities for leisure and social activities for the people using the service (requiring staff participation in recreational and community based events eg swimming / disco / church)
- To support the Home Manager leading and planning shift activities and with additional designated tasks as requested (eg medication stock check and ordering)
- To attend meetings with other health professionals as required
- Identifies, records and reports information about the service, and the people who use it, accurately, promptly and clearly
- To work responsively with people, demonstrating a range of methods to engage and communicate with people successfully
- To communicate about the service, and people who use the service, with dignity, respect and responsibility
- To actively engage with the feedback, support and coaching given in respect of own work performance
- To develop positive working relationships within the team and the organisation and mentor/supervise new personnel
- To understand, and work within, the Company's Policies and Procedures

PERSON SPECIFICATION

TRAINING & QUALIFICATIONS

- Minimum of 2 GCSE's or equivalent
- Care Certificate or Common Induction Standards
- QCF Level 3 Diploma in Health & Social Care or equivalent
- Full UK Driving Licence preferred but not essential

SKILLS & ABILITIES

- Listening skills and clear verbal communication
- Ability to read and write in plain English and maintain financial records
- Motivated to learn and participate in new skills
- Demonstrates enthusiasm for Omega Elifar Limited
- Demonstrates a kind, caring and compassionate temperament
- Emotional resilience as demonstrated by the ability to remain calm when others become agitated or anxious
- Understands the requirements of safeguarding vulnerable people
- Demonstrates empathy with an understanding of working with vulnerable people, enthusiasm for working with a diverse range of people and strong motivation in supporting others to meet their aspirations and needs
- Demonstrates the ability to provide personalised care in response to the individual needs of the persons using the service
- Demonstrates thinking and understanding skills sufficient to analyse an issue concerning support required by colleagues and people using the service
- Commitment to work positively and effectively in partnership and collaboration with colleagues, sharing and contributing good ideas and solutions
- Represents as an appropriate role model to others and mentors new personnel
- Demonstrates a 'can do' attitude, developing new ideas and seeking solutions
- Commitment and reliability demonstrated through good attendance / time keeping
- Demonstrates a pro-active attitude towards training and personal development
- Demonstrates the willingness to learn and understand how to record and report requirements linked to their role in supporting people with learning disabilities
- Demonstrates a willingness to learn and understand safe working practices to promote personal safety and safety of others

RELEVANT EXPERIENCE

- Minimum two years care experience, of which one year preferably in a learning disability service

OTHER REQUIREMENTS

- Willing and able to work and travel on a daily basis to meet the needs of the service and/or to attend training
- Willing to work within a rota providing front line care services seven days a week, 24 hours a day including evenings, weekends and bank holidays
- Able to maintain confidentiality appropriately in respect of the people using the care home service, colleagues, the company and any third party information
- In conjunction with the Directors, Managers and other Employees, work to maintain the positive reputation and long-term financial success of the Company