

## **JOB DESCRIPTION**

<b>Job Title:</b>	Senior Support Worker
<b>Accountable to:</b>	Registered Manager/Locality Manager
<b>Responsible For:</b>	Support Workers
<b>Location:</b>	London
<b>Hours:</b>	37.5 Hours
<b>Contract:</b>	Full time

### **JOB ROLE**

To assist the Manager in the day to day running of services for Adults with Learning Disabilities and other needs. To lead the team delivering a person-centred service through Active Support with a commitment to Life Long Learning and independence for all.

### **MAIN DUTIES AND RESPONSIBILITIES**

1. To take part in the rota system covering the service, working at varying sites as directed.
2. To recognise and respond to issues with regard to the people we support health/ behavioural needs and to carry out risk assessments as necessary, liaising with the Manager
3. To assist the Manager in carrying out assessments of prospective new service users.
4. To work closely and effectively with other professionals both within and outside Norwood, such as Doctors, Social Workers, etc., and to establish and maintain good relationships with the people we support, Relatives and friends in line with their wishes and respecting their rights to confidentiality.
5. To have responsibility for the drawing up of staff rotas and arrange alternative cover in the event of staff absence. To ensure that adequate cover is always maintained to the agreed staffing level of the individual service. To ensure that clear records are kept of staff rotas and timesheets and that hours worked are accurately recorded for monitoring purposes.
6. To ensure that the key worker system is implemented and adequately supported.
7. To assist with Recruitment and Selection of support staff in the absence of the Manager and to also assist the Manager with training and development of support staff as and when required.
8. To take part in the on-call managers' rota as required and be prepared to troubleshoot in any homes should the need arise.

## **General**

1. To take all reasonable care of the health and safety of him/her self and of other persons who may be affected by his/her acts or omissions. As regards to any duty or requirement imposed upon the organisation by or under any of the relevant statutory provisions, to co-operate with the organisation as far as it necessary to enable that duty or requirement to be performed or complied with.
2. To work at any other Norwood location, as and when required.
3. To report to the Health and Safety Manager either serious risks or your concerns over safety issues.
4. To maintain confidentiality at all times and to ensure respect for, proper observance of and adherence to Norwood's confidentiality policy for all staff.
5. To attend regular supervision sessions with line manager, regular team meetings and undertake relevant training as and when required.
6. To work collaboratively with volunteers to ensure that their contribution enhances quality of service provision and support across the organisation.
7. To undertake any other duties which are consistent with the post.
8. To maintain standard of dress that is appropriate to role and in accordance with the organisation's dress policy.

This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service

## PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Willingness to work towards QCF Level 3 (NVQ 3)</li> </ul>	<ul style="list-style-type: none"> <li>▪ A relevant care qualification                             <ul style="list-style-type: none"> <li>▪ QCF Level 3 or NVQ 3</li> </ul> </li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Work in a residential/supported living setting including supervisory responsibilities</li> <li>▪ Care and Support of Adults with Learning Disabilities</li> <li>▪ Person centred planning, care and support planning and risk assessment</li> <li>▪ Person centred approaches</li> </ul>	<ul style="list-style-type: none"> <li>▪ Delivery of culturally specific services                             <ul style="list-style-type: none"> <li>▪ Change management</li> </ul> </li> <li>▪ Managing staff performance</li> <li>▪ Coaching and Mentoring</li> <li>▪ Life Long Learning services for adults with Learning Disabilities</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Current legislation including the Care Act (2014) and Health and Safety at Work</li> <li>▪ Understanding of the principles of Valuing People and Valuing People Now                             <ul style="list-style-type: none"> <li>▪ Good level of literacy and numeracy</li> <li>▪ Basic IT systems including Outlook, Word, Excel and Powerpoint</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Active Support and Training in Systematic Instruction</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>▪ Able to demonstrate Team Leadership skills</li> <li>▪ Effective communicator</li> <li>▪ People Management skills                             <ul style="list-style-type: none"> <li>▪ Able to work with key professionals</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Driver with access to vehicle</li> <li>▪ Ability to anticipate and identify potential gaps in service and take appropriate action</li> <li>▪ Budget Management skills</li> <li>▪ Appropriate delegation of tasks</li> </ul>
<b>Personal Circumstances and Attributes</b>	<ul style="list-style-type: none"> <li>▪ Highly motivated and committed to personalisation</li> <li>▪ Knowledge of self and effect on others</li> <li>▪ Willing to challenge and offer balanced reasoning</li> <li>▪ Excellent time management</li> </ul>	<ul style="list-style-type: none"> <li>▪ Full clean driving license</li> </ul>

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