

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT Health and Adults Social Care

POSTHOLDER

SECTION Learning Disabilities In-House - Greenwich Living Options

GRADE PO1

POST DESIGNATION: Senior Support Worker

RESPONSIBLE TO: Operations Manager/Assistant Operations Manager

Purpose of Job:

To be responsible to Operations Manager and Assistant Manager for:

Ensuring that the service is well-led, safe, caring, effective and responsive to the needs of residents within the home.

The purpose of this role is to blend together the practitioner role and the first line management role at a Senior Support Worker level. You will be a role model to others through demonstrating excellent support to those in our care and you will help the Operations Manager and the Assistant Operations Manager to teach, support and manage staff teams effectively. The Senior Support Worker's role offers the opportunity for career progression to someone keen to develop their knowledge and skills in management.

You will give the highest possible standards of support to individuals with moderate to severe learning disabilities, in all aspects of their daily lives.

This post is not permanently attached to a specific house and the post-holder will be required to work in other locations as directed by Managers based on the needs of the wider service.

Main Duties:

To be responsible for:

- 1) Delivering and demonstrating best outcomes to all people supported within GLO and ensure that the people we support are involved in shaping these using the principles of co-production.
- 2) Supporting the Operational Manager and the Assistant Operational Manager with the day-to-day running of the designated home.
- 3) Participating in inspection processes including CQC and other quality assurance bodies, to respond to requirements identified by the inspectors and planned by the Operation Manager.
- 4) Ensuring the safety of residents, property and premises through assessment of risk and reporting and recording of all emergencies, maintenance needs, incidents and accidents in accordance with organisational procedures.
- 5) Contribute to preparing a flexible rota that will ensure adequate staffing to meet the needs and wishes of the residents.
- 6) Acting as shift lead as and when necessary and share in the house practical tasks and support resident in e.g. cooking, cleaning, to set standards, gardening, home maintenance and laundry.
- 7) Ensuring that there is effective communication between staff and residents and other stakeholders.
- 8) Effectively dealing with people both face to face and on the telephone or using online electronic systems.
- 9) Building and maintaining strong relationships with internal colleagues, Health Authorities, Voluntary and Independent Organisations and other bodies
- 10) Being flexible across shifts, within a team and receive direction as required to work through tasks without supervision.

Staff Management

- 11) Providing hands on staff supervision to support the Assistant Operations Manager and Operations Manager with the overall planning and delivery of care to residents.
- 12) To provide supervision to a limited number of temporary staff within the designated home.

- 13) Supporting with creating a reflective culture of open communication and feedback within the team, support with facilitating constructive team meetings within the home, being the direct link between Managers and staff.
- 14) To oversee along with the Assistant Operations Managers, the teams activity encouraging them to take responsibility for managing risks and promoting safe practice
- 15) Assisting with the recruitment of staff and induction as and when required by the Operations Managers.
- 16) Able to work flexibly across shifts, leading the shifts when required and working as part of a team. To provide direction as required and to work through tasks without supervision.
- 17) Participate in a coordinated system to cover out of hours on call.

Resident Support

- 18) Assisting with individual Care and Support Plan meetings and record outcomes.
- 19) The development of resident's independence by providing support and care that meets individual needs. This includes all aspects of personal care.
- 20) Ensuring that individual resident's property and money is safeguarded and monitored in line with guidelines.
- 21) Supporting with promoting and developing opportunities and achievement of goals through provision of support to access the community via educational, recreational, social activities and local services.
- 22) Assisting with the implementation and use of assistive technology to enhance the resident's independence or in line with their care plan and health needs.
- 23) Supporting with the promotion of the independence and wellbeing of the resident through contact with the person's family and wider circle of support.
- 24) Enabling residents to express their rights, choices and their aspirations as detailed in their care plan. Provides and enables access to advocacy as an additional means of expressing these.
- 25) Consulting with residents, creating a schedule of meaningful activities, personalised to their likes, dislikes, needs and abilities, helping them to try new experiences and continue to take part in the hobbies and activities that they enjoy as part of their care plan review in order to meet their goals and aspirations.
- 26) Adapting to changing needs of resident e.g. increase/decrease dependency levels.

- 27) The safe administration of medication in accordance with the Medication Policy.
- 28) Encouraging and maintaining good communication and working relationships with all disciplines involved with the care of residents.
- 29) Assisting with the assessment of newly referred residents where appropriate, to develop a support plan.
- 30) Ensuring the rights of people we support are promoted and respected at all times in compliance with the Care Act, Mental Capacity Act and all Deprivation of Liberty guidelines and RBG/GLO policies and procedures.
- 31) Having due regard for adult safeguarding protocols and to ensure the safety, welfare and dignity of all residents are consistently maintained and promoted; where this is breached to alert, record and report to relevant personnel as per the safeguarding policy.

Resource Management

- 32) Assisting the Operations Manager and Assistant Operations Manager with the maintaining of paper and electronic administration and filing systems used within the home in line with GLO policies, structures and guidelines
- 33) Supporting the Operations Manager and Assistant Operations Manager to ensure that systems are robustly kept accurate and up and to date and ensuring the correct forms are used to document all activities within the home
- 34) Supporting with spot checks and audits within the home as per policies and processes
- 35) Supporting the Operations Manager and Assistant Operations Manager to ensure that home vehicles and equipment are maintained to the required standards escalating where out of your control
- 36) Liaising, as necessary and appropriate, with the maintenance team to arrange for visits to the home for assessment and/or maintenance work to be carried out in a timely manner
- 37) Assisting with the ordering of supplies, equipment and furniture for the house as per management instruction.
- 38) Assisting the Operational Manager and Assistant Operations Manager to ensure that legislation and regulations concerning environmental health, infection control, building control, RIDDOR, LOLER and health and safety are complied with, and to escalate accordingly where action is required
- 39) Assisting the Operational Manager and Assistant Operations Manager to ensure that anyone working in the Registered Location is compliant with the Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) Regulations 2021 ("the Regulations").
- 40) Ensuring that all accidents are reported in line with the management of accidents, incidents and near miss reporting.

- 41) Adhering to Greenwich Living Options and Royal Borough of Greenwich's policies and procedures.
- 42) Undertaking any other work appropriate to the level and general nature of the post's duties.
- 43) Continued development in the role where necessary or appropriate, the post holder may be required to participate in training and development courses
- 44) Undertaking all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities.
- 45) Performing all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 46) Ensuring that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency."
- 47) Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.)
- 48) This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 or as prescribed in the Police Act 1997 (Criminal Records) regulations. A DBS enhanced with barred list check, is an essential requirement for this role.
- 49) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Person Specification

Job Title	Senior Support Worker
Grade	PO I
Service/Section	Learning Disabilities In-House Provisions - Greenwich Living Options
Directorate	Health and Adults Social Care

Method of Assessment: AF= Application Form, T = Test, P = Presentation, I = Interview

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
Minimum qualification of NVQ level 2 in Health & Social Care or the ability to demonstrate equivalent qualification at this level	E/AF/I
Desire to work towards Level 3 or above qualification	E/AF/I
Skills and Abilities	
Good organisational skills and ability to use own initiative and conflicting demands – able to prioritise and delegate work.	E/AF/I
Good level of accuracy, literacy and numeracy so as to input data, write routine correspondence, produce documentation/records and record data.	E/AF/P/I
Able to communicate confidently, professionally and communicates well with others, listening to their needs and conveying information clearly and accurately.	E/AF/P/I
Ability to be creative to ensure that service meet the needs and rights of the resident. Priorities needs, responds positively and patiently to make and implement improvements.	E/AF/P/I
Ability to work a flexible shift pattern which includes weekends, bank holidays and sleep-ins	E/AF/I
Works to a high standard to meet organisational objectives, targets and priorities whilst offering guidance and support to others. Shows an awareness of own strengths and development needs.	E/AF/I
Ability to assist with leading and managing people to achieve a positive culture and outcomes	E/AF/I
Ability to work with and collaborate with colleagues and effectively manage any conflict within the workplace	E/AF/I

Commitment to developing personal and work skills as well as developing others	E/AF/I
Knowledge of CQC regulations and registration requirements	E/AF/I
Knowledge of Safeguarding regulations	E/AF/I
Able to respond to emergencies which may arise e.g. To be a part of the on-call Rota.	E/AF
Experience	
Recent experience of working with adults with learning disabilities and autism in regulated services preferably in a registered care home environment.	E/AF/I
Committed to the principle of involving the people we support in service development.	D/AF/I
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post	E/AF/I
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E/AF/I