



Role Profile

Job Title: Senior Support Worker	Grade: M	Post Number: SO2336
Directorate: Adult Social Care	Role reports to: Deputy Manager or Operational Manager	Date Prepared: 1 st May 2008

Job Purpose:

The Senior Support Worker (SSW) will provide practical, emotional and physical support for older people living in a care home or independently in Swindon.

The Senior Support Worker will carry out tasks involving direct and indirect care in support of the service users. Working as part of the management team the postholder will maintain high standards of care for service users by monitoring and supporting the care team to promote Swindon Borough Council Policies and Procedures and Care Standards Regulations. The Senior Support Worker will be required, on occasions to deputise for the Team Leader ensuring that the service provided meets all required standards.

The postholder will participate in the working rota, which includes evening and weekend shifts as required. They may also be asked to work with other service user groups at the discretion of the manager

Key Accountabilities:

- To supervise and support staff working within the unit in providing a user led service, which can respond flexibly to the assessed needs of service users and their carers.
- To participate in the assessment and care/support planning process. To continuously assess service user needs and monitor the aims, objectives and outcomes of the care/support plan.
- To supervise and monitor staff to ensure care plans are being followed and the quality of services delivered reach the standards.
- To be responsible for ensuring all Medication Policies and Procedures are met to ensure service users medicals are maintained. To support service users in all aspects of administering medication as prescribed by GP, consultant or prescribing nurse in line with Swindon Borough Council's Medication Policy. To administer medication to service users where necessary as set down in individual service users care plans.
- To attend training courses to improve and broaden knowledge and skills base to keep up to date with current issues. To participate in the training and induction of new care staff.
- To be involved in providing personal care for service users. To encourage and enable service users to develop and maintain skills to maximise independent living and to participate in the monitoring of service users mental and physical health.
- To attend all staff meetings.
- Maintain accurate and up to date records of work with service users, including report writing of

occurrences, medication reporting any accidents or incidents that occur.

- To provide physical, emotional and spiritual support to meet the needs of service users in accordance to their personal care plans. To provide support for sick and dying service users in conjunction with their families, friends and staff team.
- To assist in providing regular supervision and appraisals as instructed by the unit manager.
- To be part of the management team taking on responsibilities delegated by the unit manager.
- To participate and organise a range of formal and informal meetings regarding service users needs, including service reviews.
- Work with and liaise with other professionals involved with the service users for example, GP, social workers, district nurses, podiatrist.

Supplementary Accountabilities:

- To promote a professional approach and motivate a good team attitude.
- To support the staff team in providing a service which takes account of the Councils statement of philosophy, aims and rights of all service users.
- To work to and adhere to the principles of all Swindon Borough Council policies and procedures, including Confidentiality, Data Protection Act, all Health and Safety policies, Manual Handling,
- To support and help implement decisions made by the unit manager. Maintaining an effective system of communication throughout the team whilst respecting the confidential nature of the work.
- Take all precautions towards the safety of other staff, service users and visitors.
- To ensure professional boundaries of you and the staff team are monitored and maintained.

Knowledge and Experience:

- NVQ level 2
- Experience of caring for vulnerable older people
- Experience of working in the community or care home on a one to one basis with service users
- Knowledge of anti discriminatory practice
- Knowledge of Health and Safety and manual handling issues
- Understanding of the need to keep within professional boundaries
- Experience of loan and team working

Decision Making:

- Solving issues for service users, as they arise
- To liaise with the unit manager on service user issues
- To make the necessary referrals to other professionals regarding the safety and well being of the people using the service
- To make day to day decisions ensuring the service user and staff safety is upheld
- To supply information to CQC
- To be able to care manage the home in the absence of the Deputy Manager or Registered Operational Manager to organise and direct the care staff team in the event of any emergency

Contacts and Relationships:

- To develop and maintain good communication with all relevant agencies and service users families

and social contacts, whilst only sharing information on a “need” to know basis

- To participate in meetings as required by the manager
- To maintain relationships with other professionals, outside agencies, voluntary or private sector including CQC
- To work in other units if and when required

Creativity and Innovation:

- To be aware of team dynamics, roles and responsibilities
- To support the manager with the Quality Assurance Systems
To support the manager with change not only within the unit but also within Swindon Borough Council

Job Specific Competencies

- Good verbal and communication skills
- To be flexible to do tasks outside of normal duties after consultation

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held by others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council’s written procedures.

In accordance with the provision of the Health & Safety at work Act 1974 and the Management of Health & Safety at Work regulations 1999 you must take reasonable care so as not to endanger yourself or others whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instruction given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

Employee Signature:

Print Name:

Date

Line Manager’s Signature

Print Name:

Date: