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| **JOB DESCRIPTION** |
| **JOB TITLE:** Senior Support Worker | **LOCATION:**  |
| **RESONSIBLE TO:** Service Co-ordinator | **HOURS PER WEEK: 37.5** |
| **DBS DISCLOSURE LEVEL:** Enhanced Disclosure Required |
| **JOB PURPOSE:**To assist the Service Co-ordinator / Service Manager with the overall management of the service. You will lead and supervise allocated staff, ensure the service is run in a safe, responsive and efficient manner, whilst ensuring staff work to the highest possible standards. To work as part of the team, providing direct care / support to people using our services and to take the lead on good practice development within your team by providing personal coaching and mentoring to team members.To ensure that the individual needs of the people supported are met in a way that is safe, caring, responsive, respects the dignity of the person, achieves good outcomes and promotes independence. |
| **MAIN DUTIES / RESPONSIBILITIES*** To lead and manage staff to ensure that the highest levels of performance and standards of work are achieved implementing Medilines philosophy and values.
* To assist the Service Co-ordinator / Service Manager to ensure services are delivered within the current legislative framework, statutory guidance, Mediline policies and procedures and local authority safeguarding procedures.
* To ensure staff provide and promote a range of opportunities / experiences which enable people to become active and valued members of their communities.
* To observe and monitor people using our services with emotional and physical wellbeing and to inform relevant managers, agencies of any concerns or significant changes in their needs, behaviour and circumstances.
* To assist staff with risk assessments to maximise the safety of the person supported, staff and the community within a risk enablement culture that supports people to achieve positive outcomes.
* To monitor all records related to the person supported are up to date, accurately maintained, any changes implemented and any discrepancies reported, in accordance with current regulations and Mediline policies and procedures including:
* financial expenditure on behalf the of person
* daily records – personal care records, team communication records, progress reports etc.

administration of medication assessments* to follow and ensure care and support plans are updated
* to ensure Person centred are being implemented and updated
* to ensure the needs from the health action plan are implemented and kept updated where applicable
* To establish positive relationships between staff and the people they support in ways which are empowering, build confidence and self-esteem and maximise independence,
* To establish positive relationships with their families, professionals and other providers.
* To enable people supported to maintain their tenancies, Security ,home environment to and provide support in domestic and social needs and promote good relationships with third parties e.g. neighbours, landlords.
* Safety
* Security
* Comfort of their own home
* Living environment
* To support people with dignity and respect in order to meet their identified needs, as detailed in their support plan, including:
* emotional and physical wellbeing
* moving and handling
* personal care
* mental health issues
* administration of medication
* To support people to access a range of opportunities and experiences, either from their own home or in a community setting, including:
* adult learning
* employment
* social and leisure
* assistive technology / IT skills
* volunteering / employment
* religious and cultural activities

 * To work as a team member, including:
* demonstrating a willingness to share duties
* support each other in applying consistent working practices
* use of good written and verbal communication
* attend team meetings

 * To respond to any queries, concerns, complaints in accordance with Mediline policies and procedures, and inform the Service Co-ordinator.
* To involve people supported with the management and development of the service they are living in.
* To ensure people in our services receive necessary advice, care and regular health checks ant to promote nutrition exercise and relaxation.
* To ensure staff follow safe administration, storage and disposal of medication in accordance with Mediline medication policy.
* Prepare and amend rotas, ensuring the needs of people supported are met as agreed in the care and support plans.
* Record, report and monitor all sickness, absence and annual leave, ensuring all documentation, including timesheets are accurately completed, authorised and submitted on time.
* To provide effective support, supervision and annual appraisals to improve performance and advance professional development in accordance with Mediline policies and procedures.
* To facilitate and / or lead meetings, within your team, ensuring effective communication between all stakeholders
* To undertake audit reviews, weekly checks and implement actions plans resulting from inspections, as directed by the Service Co-ordinator / Service Manager.
* To investigate and complete disciplinaries in accordance Medilines disciplinary policies and procedures.
* To ensure all staff work in accordance with current legislation, regulations and Mediline Policies, Procedures and Protocols, including but not limited to:
* Health & Safety
* Data Protection and Confidentiality
* Mental Capacity
* Care Quality Commission / Local Authority
* Deprivation of Liberty and Safeguarding Adults
* Operational Policies
* Whistleblowing
* Infection Control
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| **Other requirements**To work at different locations across the service, participate in the call system and be required to work a range of shifts including evenings, weekends, sleep ins, waking nights and Bank Holiday.To assist with the induction and probationary assessment of new employees, by identifying and reporting poor work practices / performance / capability issues and undertake appropriate action as directed by the Service Co-ordinator. To gain any qualifications which are relevant to the post held, attend and complete all mandatory training and any other training which may be required, within agreed timescales |

This job description forms part of the contract of employment for the person appointed to this post. It reflects the current position, and may be changed at the company’s discretion in the future. As a general term of employment, the company expects the post holder to work flexibly and they may be asked to carry out different duties, appropriate to their remuneration and status, to meet the needs the business / service.

**Equal Opportunities**

The duties described in this job description must be carried out in a manner that promotes equality of opportunity, dignity and due respect for all employees and people supported and are consistent with the company’s Equal Opportunities Policy.

**Health and Safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Person Centred Services

We are committed to putting our customers’ needs and expectations at the centre of everything we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, person centred services at all times.

Social Care Commitment

We have signed up to the Social Care Commitment to continually improve the quality

of the Care and support we provide. All our employees are expected to and will be

supported to work towards a level 2 qualification in Social Care as a minimum, if they

do not have one already. Managers are required to have qualifications appropriate for

their position.

Training & Development

Staff training and development will support staff to deliver services to the standards required by the Care Quality Commission, Health and Social Care Standards Act 2008, Regulations 2010 and the companies Quality Assurance Programme.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of young people and vulnerable Adult’s using our services.

Policy and Procedures

To observe any written policies, procedures and guidelines for good practice agreed by Mediline Supported Living.