



PROGRESSIVECARE

Job Description & Person  
Specification:

**SENIOR  
SUPPORT WORKER**

*16+ Supported Living*

# JOB DESCRIPTION: SENIOR SUPPORT WORKER

<b>Service:</b> Supported Living Services	<b>Responsible to:</b> Unit Manager
<b>Grading:</b> Band A (Level 6-10)	

Summary of Main Duties and Responsibilities
<ul style="list-style-type: none"> <li>To create a supportive environment where young people can mature towards full independence</li> </ul>
<ul style="list-style-type: none"> <li>To provide support to young people in accordance with the placement plans, risk assessments and reports</li> </ul>
<ul style="list-style-type: none"> <li>To be part of the management structure and support in ensuring the smooth running of the service</li> </ul>
<ul style="list-style-type: none"> <li>To ensure young people's needs are met.</li> </ul>

Summary of Main Duties and Responsibilities
<b>Job Specific:</b>
1. To do all you can to safeguard children, young people and vulnerable adults as per the company's policies and procedures, which includes a duty to report anything of concern
2. To ensure the implementation of individual plans so that each individual is given the opportunity to make progress.
3. To support Management in monitoring, reviewing and evaluating the implementation of support packages and plans
4. To maintain written records so that assessment, plans and other reports can be produced, implemented and monitored
5. To arrange and attend case planning meetings and reviews
6. To support Management in ensuring effective staffing is in place
7. To support Management in ensuring that the service is compliant with legislation and company policies and procedures
8. To work as part of a team to ensure the smooth running of the service and also to ensure that there is a continuity of support for young people
9. To key work with individual young people
10. To work with individual young people and help them resolve any personal problems
11. To act as an appropriate adult as required
12. To actively promote the rights of young people
13. To actively promote positive outcome for young people
14. To actively promote high professional standards

15.	To act as a mentor and guide to new and less experienced members of the team
16.	To attend and contribute to any meetings as and when directed
17.	To priorities work load in consultation with senior members of staff
18.	To work closely in co-operation with family, social work staff, personal advisors, specialists and other professional agencies.
19.	To have an awareness of the issues relating to young people
20.	To undertake routine administrative tasks and provide written reports as required
21.	To maintain and contribute towards maintaining the accommodation to the highest standards
22.	To organise and participate in activities with young people
23.	To work a 7-day week shift pattern, covering days and nights as appropriate to ensure the service is adequately covered by staff.
24.	To undertake any emergency cover as required by the manager.
25.	To work as part of the team ensuring that good practice is maintained at all times
26.	To be the allocated Shift Leader and acts as the Senior Professional within the team

#### **Training and Development**

1.	To ensure that all mandatory and service specific training is attended and that you actively participate and contribute to any training undertaken
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#### **General**

1.	To respect and maintain the confidentiality of all matters that you learn, including matters relating to customers, service users, members of staff and contractors.
2.	To observe the requirements of GDPR (2018), Equality Act (2010) and any other legislations and guidance's which informs and governs business practice.
3.	To act in accordance with accordance with company policies and procedures
4.	To attend for work reliably and punctually

#### **Job Specific Notes**

##### **Progression through grading bands**

The post is career graded and progression through the bands will require the post holder to deal with increasing levels of responsibility, complexity of work and degree of emotional demand appropriate to each band.

##### **Flexibility Clause**

All staff are expected to work in a flexible way when the occasion arises, ensuring that tasks not specifically covered in their job description are undertaken. These additional duties will normally be comparable with the regular type of work

#### **Issued by the HR Department**

<b>Name:</b>	<b>Job Title:</b>
<b>Signature:</b>	<b>Date:</b>

**Employee Acceptance**

**Name:**

**Date:**

**Signature:**

# PERSON SPECIFICATION: SENIOR SUPPORT WORKER

<b>Service:</b> Supported Living Services	<b>Responsible to:</b> Unit Manager
<b>Grading:</b> Band A (Level 6 - 10)	
<b>Progression through grading bands</b>	
The post is career graded and progression through the bands will require the post holder to deal with increasing levels of responsibility, complexity of work and degree of emotional demand appropriate to each band.	

Values	
1.	Desire to work with young people
2.	An empathy towards young people living within supported accommodation
3.	A commitment to safeguarding and protecting young people

Knowledge and Experience		
Experience	2 years' experience within a similar role	Level 6
	3 years'+ experience within a similar role	Level 7 - 10
Knowledge	A general knowledge of young people and issues that affect them	Level 6 - 10
	An awareness of equal opportunities and actions or situations that may be considered as discriminatory	
	Experience working with young people that may display challenging behaviour	
	Experience of working with and contributing to care plans and risk assessments	
	A general knowledge of relevant legislation	

Qualifications and Training		
Qualifications	Qualified level 3 (or equivalent)	Level 6 - 10
	A willingness and commitment to complete Level 2 Team Leader qualification	Level 6 - 7
	Qualified Level 2 Team Leader	Level 8 - 10
Training	A willingness and commitment to undertake regular training relevant to the job role	Level 6 - 10
	Ability to demonstrate a commitment to professional development	

Skills and Abilities	
1.	Ability to communicate clearly, both written and verbal
2.	Ability to respond effectively to information shared within a team environment
3.	Ability to prioritise and delegate workload
4.	Ability to form appropriate, professional and positive relationships

5.	Ability to lead by example and promote positive communication
6.	Ability to report any concerns relating to professional boundaries or conduct
7.	Evidences and applies de-escalation/conflict management techniques appropriately
8.	Able to support, lead and risk assess appropriately
9.	Good, clear recording and report writing skills including use of IT systems
10.	Understands the key components of record keeping
11.	Good understanding confidentiality and GDPR
12.	Able to read and comply with relevant care plans, risk assessments and management strategies
13.	A good understanding and ability to meet the needs of young people with respect to their race, religion, culture and sexuality
14.	Advocates equal opportunities and actions or situations that may be considered as discriminatory
15.	Demonstrates a good understanding of Supported Services and their purpose
16.	Demonstrates empathy towards young people that are placed within services
17.	Ability to work effectively as part of a team
18.	Ability to attend for work reliably and punctually
19.	Ability to work in accordance with a rolling rota, including working nights, weekends sleep-ins and bank holidays
20.	To be able to plan own work and prioritise tasks, and work to set timescales
21.	To attend and contribute to team meetings

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