

Hollybank Trust Job Description

Job Title Senior Support Worker (Nights)

Reporting To Registered Manager

Overall Aim: To provide night-time holistic support to our residents following the Trust's intrinsic principles and behaviours. To ensure the highest quality of care, support, and community experience to assist our residents who have a range of complex disabilities to maintain a degree of independence and improved quality of life.

Key Role Responsibilities:

Operations Management

To manage the night service provision of the key worker group in order to ensure the effective deployment of staff. To provide a 'hands-on' approach in assessing the competence and ability of the key worker groups.

Resource Management

To identify, assess and manage resource requirements to ensure that adequate levels of stock and equipment are available as required. To report any concerns at handover.

People Management & Personal Development

To continually seek development opportunities in order to improve personal performance.

To provide line-management of the base home Night Support Worker team.

To carry out and record regular supervision meetings with all direct reports in line with Trust and industry regulations.

To ensure all training is booked and logged for all direct reports. To ensure that any rota gaps created by staff attending training are covered by the night team and liaise with day senior staff in any cases of difficulty.

To assess and verify competence of Night Support Workers in meds administration and any other skills the Trust deems necessary.

To provide coaching & mentoring & learning and development opportunities for night support staff.

To fully participate in all team meetings, personal supervisions and reviews.

Development of autonomy

To work within key worker groups to establish and maintain relationships with residents which will complement and contribute to their care programmes and create a pleasant, happy and safe living environment.

Communication

To effectively communicate across different mediums: verbal, written and electronic.

To ensure handover is completed with the next shift to ensure effective communication channels and working practices are maintained.

To communicate and offer choice and independence to the resident throughout all aspects of care whilst fully adhering to the Mental Capacity Act. Use appropriate interactions for both verbal and non-verbal communicating residents, enabling residents to utilise their maximum abilities to make personal choices.

Ensure effective communication with all parts of the multi-disciplinary team.

Nutritional Needs

To support residents to meet dietary requirements by utilising the appropriate feeding method, monitoring and encouraging food and fluid intake, giving the individual choice, independence and monitoring and communicating any concerns.

To ensure eating & drinking guidelines are adhered to and basic hygiene guidelines are followed, ensuring residents are involved and given as much independence and choice as possible.

Personal Care

To assist residents where required with all areas of personal hygiene, including continence management, bathing and dressing whilst following the Care Plan at all times. Ensure that the highest levels of comfort, privacy and dignity are maintained for the individual.

To maintain a code of cleanliness and sanitation as outlined by the Trust infection control procedures

Behaviour Management

To manage behaviour whilst adhering to the care plans set out for individuals in line with current behaviour plans. To ensure behaviour management plans meet requirements and feedback as appropriate..

Medication

To coordinate and administer medication and gastro feeds in line with Trust Policies and Procedures.

Moving and Handling

To implement correct lifting and handling techniques in order to ensure the safety and comfort of residents, whilst ensuring that Trust guidelines are adhered to and correct equipment is used where appropriate.

Postural Management

To follow physiotherapy postural guidelines in order to prevent deterioration and to maintain each individual's physical condition.

Environment and Property

To ensure that the physical environment is safe and tidy, so that residents are comfortable and their property is secure in their own homes. Includes ensuring that all bedrooms and communal areas are clean and tidy and any maintenance issues are logged accordingly on the electronic Maintenance Log.

Documentation

To accurately document all necessary tasks on the required documentation (Kardex & MAR Sheets) in a timely manner, including further communications with other members of the team where necessary on essential aspects.

To monitor and communicate any changes within the Care Plans to ensure the residents receive the optimum level of care required to meet their needs.

To record all incidents electronically in an accurate and timely manner and follow up assigned incidents as per required timescales.

Quality Assurance

To monitor and complete quality assurance checks and audits as defined by the Beautiful Book, Trust Policies and Procedures and schedules specific to each service.

Safeguarding

To adhere to and follow the Trust's Safeguarding procedures in order to protect the safety and privacy of all service users.

Confidentiality

To ensure confidentiality of the Trust's activities is maintained in order to protect the integrity of the organisation and its people.

Flexibility

To carry out such other duties as may reasonably be required from time to time to meet the evolving needs of the organisation.

Competency Behaviours & Attitude

Personal Effectiveness

To deliver high-quality services that make a real difference to the service users you work with, and take personal responsibility for the health, safety and wellbeing of others.

Working Together

To work in a collaborative way, developing and maintaining positive relationships and treating people with empathy and respect.

Positive Attitude

To support and encourage positive changes and new ideas by working with our service users to meet their needs and by embracing new ways of working to enhance what we do.

Developing Self and Others

To be effective at developing yourself and others and communicate well.

General Attitude

To act as a professional and positive ambassador for Hollybank Trust in order to support the Trust's mission and profile.

Hollybank Trust is committed to developing the skills of its people, in line with its Investor in People status. If you have any query about your own personal development, please speak to your line manager.

HR Office use only

Regulated Activity	Yes <input type="checkbox"/> No <input type="checkbox"/> Notes
Last updated	

Person Specification

Requirements	Essential or Desirable	How Assessed
<p>Qualifications/Education/Training:</p> <p>NVQ Level 3 in Care (or equivalent) or a willingness to undertake this qualification prior to confirmation of permanent appointment.</p> <p>Up to date meds and gastro training completed</p> <p>A willingness to undertake further training which is relevant to the role</p> <p>Good level of literacy & numeracy</p> <p>Good working knowledge of IT programmes and Trust systems.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Application Form / Interviews / References</p>
<p>Experience:</p> <p>Previous experience working in a care environment</p> <p>Caring for service users with a range of disabilities and complex needs</p> <p>Previous experience working with non-verbal communicators</p> <p>An understanding of the importance of recording and documenting information and following set procedures.</p> <p>Other:</p> <p>An ability to work shifts on a rota basis including weekends</p> <p>A full clean driving licence and willingness to drive Trust vehicles</p> <p>A current First Aid Certificate</p> <p>A recurrent Basic Food Hygiene Certificate</p> <p>A high level of practical acumen and common sense</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p>	<p>Application Form / Interviews / References</p>

<p>Work Attributes</p> <p>An interest in working with residents with disabilities</p> <p>A positive attitude towards residents with disabilities</p> <p>Excellent verbal and written communication skills including a fluent grasp of the English language</p> <p>An understanding of moving and handling procedures</p> <p>An understanding of personal care procedures</p> <p>An understanding of how to assist carefully at meal times</p> <p>An understanding of the importance of recording and documenting information</p> <p>Ability to understand and follow instructions, procedures & policies</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Interview / Reference</p>
<p>Personal Attributes:</p> <p>Strong work ethic</p> <p>Reliable and committed at all times</p> <p>Fully committed to the work of Hollybank Trust</p> <p>Able to work under pressure</p> <p>Ability to handle loss and bereavement</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Interview/References</p>

The Trustees reserve the right to amend this document as necessary, after consultation with the individual concerned, in order to reflect changes in organisational requirements and ensure that the future goals of Hollybank Trust are successfully achieved.