

## Hollybank Trust Job Description

<i>Job Title</i>	Senior Support Worker (Adults)
<i>Reporting To</i>	Registered Manager
<i>Overall Aim:</i>	To provide day to day holistic support to our adults following the Trust's intrinsic principles and behaviours. To ensure the highest quality of care, support, and community experience to assist our adults who have a range of complex disabilities to maintain a degree of independence and improved quality of life.

<i>Key Role Responsibilities:</i>	
<b>Operations Management</b>	To manage the day to day 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.
<b>Resource Management</b>	To identify, assess and manage resource requirements to ensure that adequate levels of stock and equipment are available as required.
<b>People Management &amp; Personal Development</b>	<p>To continually seek development opportunities in order to improve personal performance.</p> <p>To provide day to day line-management of a team of Support Workers.</p> <p>To carry out and record regular supervision meetings with all direct reports in line with Trust and industry regulations.</p> <p>To assess and verify competence of Support Workers in meds administration and any other skills the Trust deems necessary.</p> <p>To provide inductions, coaching &amp; mentoring &amp; learning and development opportunities for support staff.</p> <p>To fully participate in all team meetings, personal supervisions and reviews.</p>
<b>Adult Review Meetings</b>	To attend annual review meetings in line with current legislation and best practice and liaise with the keyworker to co-ordinate their attendance at the review meetings.

**Development of autonomy**

To work within key worker groups to establish and maintain relationships with adults 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 adult throughout all aspects of care whilst fully adhering to the Mental Capacity Act. Use appropriate interactions for both verbal and non-verbal communicating adults, enabling adults to utilise their maximum abilities to make personal choices.

Ensure effective communication with all parts of the multi-disciplinary team through discussion, meetings and reports to ensure continuity and quality of care.

**Nutritional Needs**

To support adults 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 prepare food for the adults following basic hygiene guidelines, ensuring adults are involved and given as much independence and choice as possible.

**Personal Care**

To assist adults with all areas of personal hygiene, including continence management, bathing and dressing whilst following the Care Plan at all times. Ensuring 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 are reviewed and updated regularly.

**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 adults, 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 adults 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 reported accordingly.

**Social, Leisure and Community experience**

To accompany and support adults to access social activities and leisure activities in order to improve social interaction skills and develop links with the community and to ensure individuals get the utmost enjoyment and development from the experience.

**Documentation**

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

To ensure that Care Plans are produced and updated as necessary. To monitor changes within the Care Plans to ensure the adults 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**

In line with the Data Protection Act you will see the use and safe sharing of information as part of their responsibility. You will ensure you work in line with our data protection and information governance policies and procedures protecting and respecting the privacy of our children, young people and adults.

**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	29/01/2020 JB

## Person Specification

<i>Requirements</i>	<i>Essential or Desirable</i>	<i>How Assessed</i>
<p><i>Qualifications/Education/Training:</i></p> <p>NVQ Level 3 in Care (or equivalent) or a willingness to undertake this qualification prior to confirmation of permanent appointment.</p> <p>A willingness to undertake further training which is relevant to the role</p> <p>Good level of literacy &amp; 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>Application Form / Interviews / References</p>
<p><i>Experience:</i></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><i>Other:</i></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>Ability to swim</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>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p>	<p>Application Form / Interviews / References</p>
<p><i>Work Attributes</i></p> <p>An interest in working with adults with disabilities</p> <p>A positive attitude towards adults 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>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Interview / Reference</p>

An understanding of the importance of recording and documenting information	Essential	
Ability to understand and follow instructions, procedures & policies	Essential	
<i>Personal Attributes:</i>		
Strong work ethic	Essential	
Reliable and committed at all times	Essential	
Fully committed to the work of Hollybank Trust	Essential	Interview/References
Able to work under pressure	Essential	
Ability to handle loss and bereavement	Essential	

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.