Job Description – Support Worker

Salary Scale: 14 – 15 £7.17-£7.32 ph

Accountable to: Locality/Depute/ Manager

Work base:

Summary of Service:

Working with adults or children as a support worker in our services you will help in enabling people to live independently and have fulfilling experiences in the home and community settings.

Care standard(s): These will be dependent on the type of service

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Job Purpose:

As a support worker you will be required to work as part of a multi-disciplinary team of staff to create and promote the Service User's needs and expectations.

In addition, the support worker will be expected to support the service users directly with all aspects of their daily living under the guidance of senior support staff

Line Management Responsibility:

There is no direct line management responsibility

Financial Management:

The Support Worker will take responsibility for:

- Ensuring that petty cash is used in accordance with Sense Scotland's policies and procedures and returned along with the appropriate receipts to the shift leader at the end of each period of support
- Providing support to service users to ensure that they are able to budget effectively to meet the costs of their chosen social, educational or leisure activities.

Key Responsibilities

1. Day to day responsibilities

The Support Worker will ensure that:

- Individual service user needs are met in practice in accordance with their agreed care plan
- They demonstrate good standards of work practice,
- They support senior staff to provide a welcoming responsive, flexible and integrated service that meets the needs of service users and their family.
- They work to the rota prepared by senior staff and ensure that they are punctual and fit for work when coming on shift.

- The service user's care plan is implemented and that any changes in the needs of the service user are reported immediately to the senior on shift
- They deliver a high quality service for service users ensuring that all standards as laid down by statutory and internal documents are met.

2. Additional Responsibilities

The Support Worker will, ensure that:

- They keep accurate service user records, in accordance with the service requirements and Sense Scotland's policies and procedures including recording incidents, daily diaries and phone calls comments or issues raised by families.
- They have a good working knowledge of the guidance and operational handbooks and seek support and guidance for the senior staff if they are unsure of any aspect of a service users support
- They offer support to their colleagues and volunteers in the service
- They participate in staff meetings and reviews of the service and contribute to the continuous evaluation and improvement of the service
- **Reflective Practice**

The Support Worker will ensure that:

- They regularly reflect on their performance and discuss with their seniors how they can improve on their practice
- **Health and safety and property management**

The Support Worker will:

- Apply into practice all the principles of safety in the service as agreed with their Manager.
- Support service users to apply the principles of healthy eating and personal and household hygiene into their daily living as agreed with the Manager.
- Ensure that they are aware and adhere to and apply in practice , all agreed intervention strategies for service users whose behaviours can present a challenge to staff
- Ensure that they apply all risk assessments that are in place to minimise risk to either service users or staff

3. Communication

The Support Worker will:

- Ensure that they establish and maintain good and effective communication partnerships with all relevant parties which will include:
- Service users and their families, Sense Scotland staff, members of the Association and their Families, members of the public, representatives from other charities and agencies, volunteers, work placements, students on placement, purchasers and funders.

4. Personal and professional development

The Support Worker will:

- Complete the required mandatory and service specific training within the timescales agreed.
- Attend all practice based support sessions and any supervision meetings as agreed with the line manager.
- Engage in the culture of continuing professional development

5. Other requirements.

The Support Worker will:

- Be accountable for their own actions and personal and professional development
- Safeguard and promote the rights, safety and welfare of people using services
- Be aware of and act in accordance with the SSSC Codes of Practice, your contract of employment and Sense Scotland Conditions of Service.
- Undertake any other duties as reasonably requested by your line manager or senior management in line with the grading of the post.

Person profile

	Essential
Education/Qualifications	Basic numeracy and literacy skills
Skills and Abilities	Be aware of current statutory requirements, Care Commission standards, registration requirements and the SSSC Codes of Practice
	Be able to work as part of a team
	Be able to give clear concise verbal reports and to complete daily written records.
	Be able follow verbal and written instructions.
	Be able to take responsibility for day to day expenditure from petty cash and providing the appropriate receipts.
	Be able to reflect on their own practice and to be open to ways in which this can be continually evaluated and improved on.
	An ability to work flexible hours including evenings, weekends, public holidays and overnight.
Additional Requirements	A commitment to complete all agreed mandatory and service specific training and development within 1 year

	Desirable
Experience/Understanding	A minimum of 1 year's relevant experience
Additional Relevant Skills/Qualifications	Hold a full driving licence
	Signed communication skills
	Food Hygiene certificate

Job Description – Senior Support Worker

Salary Scale: 16-18/19 – 21 £7.50 p h/£8.12 - £8.72 p h

Accountable to: Locality/Depute/ Manager

Work base:

Summary of Service:

Working with adults or children as a qualified support worker in our services you will help in enabling people to live independently and have fulfilling experiences in the home and community settings.

Care standard(s): These will be dependent on the type of service

Job Purpose:

As a senior support worker you will be required to work as part of a multi-disciplinary team of staff to create and promote the Service User's needs and expectations.

In addition, the senior support worker will have responsibility for overseeing individual shifts and for supporting the Locality Manager and Practitioner in providing practice based support and supervision to less experienced staff. This will include working directly on shift with staff and providing support in the completion of basic skills training and continuing professional development.

Line Management Responsibility:

- Day to day line management responsibilities for individual staff as delegated by the Locality Manager.

As a senior support worker the postholder will be required to guide unqualified staff, students or volunteers working on shift with them

Financial Management:

The Senior Support Worker will when leading a shift take day to day responsibility for:

- Ensuring that decisions taken about staffing and service issues remain within budget and that permission is sought from the Locality Manager for any issues that will vary the allocated budget.
- Ensuring the day to day management of petty cash and household expenditure is in accordance with Sense Scotland's policies and procedures and any discrepancies are reported immediately to the Locality manager.
- Providing support to service users to ensure that they are able to budget effectively to meet the costs of their chosen social, educational or leisure activities.

Key Responsibilities

1. Day to day management responsibilities

The Senior Support Worker will take day to day responsibility whilst on shift and ensure that:

- Individual service user needs are identified and met in practice.
- They set and demonstrate good standards of work practice, by offering support, supervision and on shift training through example.
- They guide staff in providing a welcoming responsive, flexible and integrated service provision that reflects and meets the needs of service users and their family.
- Staffing rotas are maintained, taking into account information relating to any changes in service user or staff needs.
- They play a key role in ensuring the effective deployment of staff to provide the optimum use of staff skills and knowledge.
- The service user's individual care plan is implemented and is updated to reflect any day-to-day changes in the service user's needs.
- They work alongside support staff in the delivery of a high quality service for service users ensuring that all standards as laid down by statutory and internal documents are met.

2. Additional Responsibilities when leading a shift

The Senior Support Worker will when leading shifts, ensure that:

- Proper record-keeping, including recording incidents and complaints are maintained and passed to the Locality Manager, as soon as possible.
- The required information in relation to staff pay and sickness as outlined in the Sense Scotland guidance is recorded appropriately and passed to the Locality Manager.
- Staff have a good working knowledge of the guidance and operational handbooks and are provided with the required support to apply these into practice.
- Staff and volunteers are properly supervised and supported on shift and have access to advice and support.
- Staff use their knowledge and skills to meet the needs of those using the service as outlined in their care plans.
- The service is continually reviewed and evaluated and identified improvements are achieved within the agreed timescales.

3. Reflective Practice

The Senior Support Worker will ensure that:

- Staff use their knowledge and skills to meet the needs of those using the service as outlined in their care plans.
- The service is continually reviewed on a day to day basis and the Locality Manager notified of any required changes or improvements.
- Service users and staff have the opportunity to contribute as appropriate to the evaluation of the service, and that staff are involved in setting and achieving clear goals aimed at improving the service.

4. Health and safety and property management

The Senior Support Worker will:

- Be aware of the responsibilities of individual service users with regard to their tenancy agreement and support them to meet these.
- Support people to apply into practice all the principles of safety in the home as agreed with the Locality Manager.
- Support people to apply the principles of healthy eating and personal and household hygiene into their daily living as agreed with the Locality Manager.
- Where a service user shows behaviours that present a challenge to staff ensure that all agreed intervention strategies are implemented into practice.
- Where risk assessments are in place to minimise risk to either service users or staff, ensure that the appropriate steps are taken to apply the guidance into practice.

5. Communication

The Senior Support Worker will:

- Ensure that they establish and maintain good and effective communication partnerships and networks with all relevant parties which will include:

  - Service users and their families, Sense Scotland staff, members of the Association and their Families, members of the public, representatives from other charities and agencies, volunteers, work placements, students on placement, purchasers and funders.

6. Personal and professional development

The Senior Support Worker will:

- Complete the required mandatory and service specific training within the timescales agreed.
- Attend all practice based support sessions and any supervision meetings as agreed with your line manager.
- Support the Locality Manager and Practitioner in ensuring performance is effectively managed through supervision and professional development plans.
- Support a culture of continuing professional development

7. Other requirements.

The senior support worker will:

- Be accountable for your own actions and personal and professional development
- Safeguard and promote the rights, safety and welfare of people using the services
- Be aware of and act in accordance with the SSSC Codes of Practice, your contract of employment and Sense Scotland Conditions of Service.
- Undertake any other duties as reasonably requested by your line manager or senior management in line with the grading of your post.

Person profile

	Essential
Education/Qualifications	An appropriate qualification as determined by the SSSC for registration. To start at Point 16 - SVQ Level 2 or equivalent To start at Point 19 - SVQ Level 3 or 4 or a Professional Qualification
Experience/Understanding	A minimum of 2 years relevant experience
	Demonstrate a working knowledge of current statutory requirements, Care Commission standards, registration requirements and the SSSC Codes of Practice
Skills and Abilities	Be able to demonstrate an ability to work with stakeholders including colleagues, families and external colleagues
	Demonstrate an ability to give clear and concise verbal and written reports.
	Be able to demonstrate an ability to operate a staffing rota that reflects the needs of the service users and staff.
	Be able to demonstrate an ability to work to deadlines and targets.
	Demonstrate your ability to lead a shift
	Demonstrate an ability to manage and maintain accurate records for petty cash and day to day household expenditure.
	Demonstrate an ability to assess and manage risk.
	Be able to demonstrate an ability to problem solve and think creatively with a view to finding positive outcomes for service users.
	Be able to demonstrate how you remain accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.
	An ability to work flexible hours and provide on call support when required, including evenings, weekends, public holidays and overnight.
Additional Requirements	A commitment to complete all agreed mandatory and service specific training and development within 1 year

	Desirable
Additional Relevant Skills/Qualifications	SVQ Assessors Qualification
	IT skills i.e. Microsoft Office and HR database systems
	Signed communication skills
	Hold a full driving licence
	Food Hygiene certificate