



Hamelin Trust

Supporting individuals with disabilities and their carers

JOB DESCRIPTION

Senior Support Worker

Job Title:	Senior Support Worker
Accountable to:	Management within Hamelin Trust
Location:	Variable
Grade:	3
Hours:	variable

'Hamelin Trust has a duty to safeguard and promote the wellbeing of its service users and is committed to doing so. Hamelin Trust expects all staff and volunteers to share this commitment. All appointments are subject to satisfactory enhanced DBS and other safeguarding clearance.'

Job Purpose and Responsibilities – General Support

- Assisting the Managers and other colleagues in providing for the individual needs of the service users in our care and ensuring each person is encouraged to develop their own individuality and independence through achieving the outcomes identified in their Care and Support Plan. This includes providing assistance with accessing universal leisure facilities, bathing, dressing, assistance at mealtimes etc.
- Assisting the Manager in the management and administration of the service and assuming responsibility for the service when rostered to be on duty in the role of Team/Shift Leader.
- To delegate tasks to all staff on duty ensuring the workload is allocated equitably between the staff on duty and that this is monitored and staff are supported where necessary to ensure work is completed to the required standard within the agreed timescale.
- To motivate staff and support them through service development and growth.
- To address issues with members of staff as and when required using the support and guidance of senior managers and HR where necessary.
- To monitor the resources required by the service and to take appropriate action when the service is under or over resourced
- To assist the Manager in the provision of an adequate level of health care and in the administration of medication, and specialist healthcare tasks which includes extended feeding procedures to be carried out for individual Service Users
- Acting as key-worker for a number of individuals who use the services, ensuring accurate records are maintained in agreed formats and are available and contributing to the planning and implementation of Individual care and support plans
- Completion of accurate daily records on the service user or quality checking entries made by other staff in the service
- Provision of innovative daily, structured activity sessions plus learning experiences to maintain and develop an individual's skills and assist them with achieving identified, agreed outcomes.
- To assist service users in accessing community facilities, which may occasionally involve lone working and to provide support in service users own homes

- Membership of the Management Team of the service
- To undertake specific areas of responsibility relating to the management of the as delegated by the manager
- Involvement in supervision and development of staff/volunteers
- To assist the Managers to nurture existing links and initiate/develop new links with the community, e.g. the recruitment and supervision of volunteers.
- To take appropriate and timely action when informed of any accidents/injuries (to the service user or staff) that occur whilst on duty and ensure that complete and relevant records are kept regarding these incidents.
- To be part of an 'on call' rota.

Job Purpose and Responsibilities – U_Matter2 project

- To support carers in activities provided by Hamelin Trust that promote the building of social and support networks for carers, promote their health and wellbeing and give an opportunity for carers to experience quality 'me time'
- Supporting Carers and the person with care needs within their homes and on community activities in order to promote health and wellbeing, to reduce isolation and to assist Carers to achieve personal goals and positive outcomes.
- To provide support and assistance to Carers and people with care needs as their key-worker, by using an holistic family approach and working in partnership with other professionals and agencies where appropriate.
- To support carers where possible to maintain links with family and friends and to maintain/develop social and support networks in their own communities and beyond
- Contribute to the planning and implementation of individual care and support plans.
- To supervise, manage and support staff (as detailed in the Job Purpose and Responsibilities – General Support)

Job Summary – General support

- To be responsive of the need to safeguard service users, ensuring their safety and welfare is paramount and promoted at all times in all areas of practice.
- To maintain a commitment to ensuring that individual service users needs, wishes and aspirations remain the central focus of own and others care provision in line with agreed plans and that this is considered in all aspects of daily activity
- To provide opportunities for both children and adult services users to engage in a range of activities in areas such as; leisure/recreation, practical tasks, education, learning and skill development, and any preferred activities that individuals may wish to participate in within a variety of settings including Trust facilities, the local community and within their own homes

Job Summary – UM2

- To undertake the tasks specified in the care plan or by a member of the Senior Management Team and/or staff whom you are accountable to, which may include the following personal and social care tasks:
 - Support with all aspects of personal hygiene and personal care of the person with care needs which may include bathing, shaving assistance with management of continence of bladder and bowel, dressing and undressing, mobility and transfers, getting up and going to bed, appliances (hearing aids, artificial limbs etc) and feeding. Assisting people with meeting their nutritional needs.
 - Administration of medication once appropriately trained and assessed if specifically agreed with Senior staff and management previously.
 - Occasional assistance with therapeutic programmes for rehabilitation and development as agreed with appropriate clinical professionals.

- Supporting the person with care and support needs outside their home; including accessing activities and events in their community but only in the presence of their Carer(s), which may involve lone working.
- Provision of emotional support to the person with care needs and their Carer(s) as part of the caring team.
- Domestic duties that are part of the care package including but not limited to laundering/ironing, shopping, preparing meals and washing up, cleaning, gardening
- To undertake other specialised care tasks as agreed by the U Matter 2 Co-ordinator, Senior Management Team and Board of Trustees.
- To assist with general admin and promotion of the U Matter2 including greeting visitors to the group sessions

Safeguarding Children & Vulnerable Adults

Employees are expected to be:

- Mindful of the need and their responsibility to safeguard service users, ensuring their safety and welfare is paramount and promoted at all times in all areas of practice.
- Familiar with, and abide by, all relevant Trust Safeguarding and Whistleblowing Policies.

General

- Staff must also be able to engage in a full range of physical activities e.g. moving and handling, gardening, swimming.
- To act as an escort on Trust vehicles and drive these vehicles if able to do so.
- To keep well informed of and support others in the function of the care and support services and adhere to relevant legislation such as Health and Safety Act, Road Traffic Act, Data Protection Act etc. This list is not exhaustive.
- To have an understanding of the legislation and regulatory requirements that are in place – such as the Quality Minimum Standards for children’s homes for children’s residential services, Health and Social Care Act and the Essential Standards for Quality and Safety for domiciliary care and adult residential services
- To be aware of the social care agenda and recognise and adopt the Social Model of Disability
- To maintain a professional approach at all times and to adhere to the policies and procedures of Hamelin Trust.
- To participate positively towards the ongoing development of the Services provided
- To complete relevant documentation regarding specific matters around the service user, their welfare, how they have spent their day and in relation to individual learning and care and support plans.
- To inform line managers immediately of any issues of concerns or complaints – including safeguarding concerns and accidents/incidents that may endanger the safety of service users.
- To support individuals who may, due to the nature of their disability, engage in challenging behaviour
- To advocate for individuals who may require further advice with emotional or practical difficulties in relation to personal relationships, independent living and financial support for example, by referring to the appropriate professionals.
- To ensure that all appropriate records required by the Trust are maintained.
- To maintain an awareness of data protection issues and to ensure that all recorded information relating to service users is stored securely at all times

Person centred care and support planning and implementing agreed goals

- To recognise, respect and support each Service User’s cultural, religious, sexual and emotional needs

- To support Service Users in every aspect of personal care – where relevant
- To support people, where possible, to maintain links with family and friends and to maintain and develop social networks
- To involve Service Users in as many areas of person centred care and support planning as possible
- To participate in a process of informal assessment to determine the individual wishes and needs of Service Users and the subsequent development of plans for Service users that focus on individual objectives/outcomes involving service users in this process as much as feasible
- To be involved in the development and implementation of detailed written guidelines for supporting people in a range of recreational, practical and learning activities and tasks.
- To use agreed daily recording formats to evidence the development of key skills/outcomes/objectives agreed in the care and support plan and where present the individual's person centred plan.

Training and Meetings

- Attending relevant training courses and staff development programmes when these are made available by Senior Staff and to take personal responsibility for maintaining their continuous personal professional development
- Active involvement in the supervision, appraisal and personal development planning processes
- Actively participate in the induction of new employees
- To maintain effective communication, staff are expected to attend regular meetings

All staff are expected to work in co-operation with: -

- Hamelin Trusts Executives and senior management, staff, volunteers, consultants and students
- Staff from other agencies eg social workers, training providers such as Hamelin Trusts training team NPTC or City and Guilds, employment advisors, health care professionals etc
- Members of all professionals sharing responsibility for the well being of service users.

Household Duties

- Assisting domestic and catering staff in maintaining high standards of general housekeeping and hygiene. These include laundry, food preparation, maintaining high standards of hygiene through the house, particularly the bathroom and kitchen and ensuring the house is generally tidy and therefore, a safe environment.

Any Other Duties

- The duties and responsibilities listed above are an outline only and may therefore alter from time to time in accordance with service needs and legislative requirements. Staff are therefore expected to carry out any duties assigned by management which could reasonably consider falling within the scope of the job role.

Important Notes

All staff will be expected to work flexibly across the Trust. Staff will have a link based service and will be required to work a combination of shifts in keeping with their post. The pattern of shifts worked will be as service needs dictate. Staff will be expected to work in all Hamelin Trust services i.e. children and adult services/community (including service users own homes) and residential services and the Project Services.

Signature of member of staff.....Date.....

Name in Capitals.....