

Title Senior Support Worker	Department Adult Social Care, Health and Public Protection	Post Ref.
Job Purpose To undertake first visits to customers to introduce the service, plan support and risk assess for the activities to be undertaken. To take part in the on-call rota to provide support to staff out of hours.		
Key Responsibilities <ol style="list-style-type: none"> 1. To visit new customers at home to introduce the service, plan support with them and risk assess the activities to be undertaken 2. To take into consideration issues around capacity and the Mental Capacity Act, when planning for support. 3. To take part in the on-call rota to provide support to staff out of office hours using an electronic scheduling system. 4. To receive and record notifications of absence out of hours, make necessary arrangements for cover and liaise with Support Co-ordinators to arrange on-going cover. 5. To carry out the duties of a Support Worker to provide cover when necessary, as described in the Support Worker job description 6. To complete the on-call log and associated paperwork to return to a Manager following any on-call cover 7. To maintain awareness and implement instructions circulated at staff meetings, by departmental bulletins, policies and circular letters or by verbal or written instructions given by Managers. 8. To attend training events and contribute to training initiatives 9. To attend staff meetings and supervision 10. To assist in the induction of new Support Workers and Seniors. 11. Assist Re-ablement Managers in assessing the quality of service delivery and ensure compliance. 12. Accurately update Support Plans and any other customer records and make recommendations for discharge 		Key Accountabilities <ol style="list-style-type: none"> 1. To ensure that customers receive an introduction to the service, which meets their needs and expectations 2. To plan services with the customer and risk assess the activities to be undertaken to ensure health and safety. 3. To maintain business continuity out of office hours. 4. To adhere to the Nottinghamshire County Council Code of Conduct and the Code of Practice for Social Care Workers 5. To maintain the regulatory requirements of the Care Quality Commission 6. To liaise and collaborate with other staff and services within and outside the Department, in the interest of service provision and the well-being of customers, including the safeguarding of adults. 7. To foster equality, diversity and rights to ensure the provision of a culturally appropriate service 8. Actively promote customer involvement and use their feedback to improve the quality of service 9. Ensure the maintenance of dignity and respect for all customers.

requirements. 13. To undertake any other duties reasonably regarded as within the duties, responsibilities and grade of this post. 14. Be able to work as a lone worker as well as part of a team.	
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification	
Education and Knowledge <ol style="list-style-type: none"> 1. Have or be willing to work towards the Diploma in Health and Social Care Level 3 or equivalent 2. Understand the concepts of re-ablement 3. Understand the use and purpose of electronic recording and monitoring systems. 4. Understand Health and Safety and other legislation relevant to delivering social care in the community 5. Have a full driving license 	Personal skills and general competencies <ol style="list-style-type: none"> 1. Commitment to the provision of high quality services and continuous improvement through professional development 2. Commitment to the provision of support which gives dignity to the customer 3. Commitment to embracing the diversity of colleagues and customers 4. Willingness to take responsibility for own personal development and participate in training and development activities as required 5. Ability to work flexibly to meet the needs of the service and customers 6. Ability to deliver services which maximise the independence and re-ablement of customers 7. Ability to communicate effectively both verbally and in writing 8. Ability to manage difficult situations and handle conflict 9. Ability to be self-motivated, flexible and responsive 10. Ability to work with high volume and rapid turnover
Experience <ol style="list-style-type: none"> 1. At least one year's experience working in a similar environment 2. Experience in the use of equipment used in the delivery of care and support 3. Experience of following risk assessment and support plans 4. Experience of complex work scheduling to maximise efficiency 	
Role Dimensions <ol style="list-style-type: none"> 1. The core responsibility of the service is to deliver up to the first six weeks of service for customers requiring a home care service. This is with the aim of providing the customer with a period of short-term assessment and re-ablement. 2. There is no responsibility for the management of staff or finances with this job <p style="text-align: right;"><i>Please attach a structure chart</i></p>	