


Job Description			
Title	Service Group	Post Ref	
Senior Support Worker	Children, Families and Cultural Services Direct Providers Service		
<b>Job Purpose</b> <ul style="list-style-type: none"><li>To supervise Community Support Workers and Home Support Workers (approximately 10-12 reports) and support the Early Support Managers in the day-to-day running of the countywide service.</li><li>To provide direct care to children.</li></ul>			
<b>Key Responsibilities</b> <ol style="list-style-type: none"><li>To provide day to day supervision of staff including induction, supervision, personal development, performance review and absence management.</li><li>To be responsible for planning and co-ordinating the deployment of staff in accordance with workloads and priorities.</li><li>To support the Early Support Managers in setting and maintaining quality standards, including undertaking direct observations.</li><li>To provide a range of personal/ practical care duties for children in the community, contributing towards care planning processes through observation, communication and liaison with children, families, other staff and agencies, ensuring confidentiality at all times.</li><li>To work to a flexible programme of work with minimum supervision and to be able to take appropriate action in the event of an emergency to ensure timely and creative response to service requests and service provision (such as sleep programmes and the delivering short term assessments).</li><li>To develop, promote and encourage the young persons and family's independence and resilience in a child centred manner.</li></ol>			<b>Key Accountabilities</b> <ol style="list-style-type: none"><li>To deploy staff and resources efficiently, effectively and flexibly.</li><li>Accountable for the work undertaken and to quality assure the work of the team.</li><li>Enable families to find out about and use services and facilities.</li><li>To ensure the Council's policies for fairness and respect are delivered including setting high personal standards.</li><li>To promote effective communication and relationships.</li><li>To take an active role in managing risk, health and safety (including moving and handling), security and safeguarding issues.</li><li>To personally understand and follow NCC safeguarding procedures and to ensure team compliance.</li><li>To provide an out of hours service and emergency cover (working on a duty rota which provides cover 24 hours per day, 365 days of the year).</li></ol>

The post holder will perform any duty or task that is appropriate for the role described	
<i>Person Specification</i>	
<i>Education and Knowledge</i>	<i>Personal skills and general competencies</i>
<ol style="list-style-type: none"> <li>1. The post holder will be required to work to standards which equate to NVQ Care Standards Level 3 and work towards Level 4.</li> <li>2. A good working knowledge of safeguarding policies and procedures.</li> <li>3. Knowledge of disability and the impact of this on families.</li> <li>4. Understanding of data protection and confidentiality principles.</li> <li>5. Good working knowledge of the principles and practice of performance management.</li> </ol>	<ol style="list-style-type: none"> <li>6. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff.</li> <li>7. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.</li> <li>8. Ability to make decisions and solve problems independently to meet operational targets, involving devising solutions and prioritising the resources available.</li> <li>9. Ability to meet agreed objectives and delivery targets by the effective use of resources.</li> <li>10. To promote people's equality, diversity and rights.</li> <li>11. Good organisational skills and the ability to prioritise own work and that of others.</li> <li>12. Strong ICT skills including word processing and database skills.</li> <li>13. Proven ability to communicate at all levels and to manage enquiries from a wide range of individuals, including with those who do not use a recognised language format.</li> <li>14. Commitment to continuous professional development.</li> <li>15. This post requires the post holder to have a full driving licence and use of a vehicle.</li> </ol>
<i>Experience</i>	
<ol style="list-style-type: none"> <li>16. 2-3 years experience of working in a care or disability support environment.</li> <li>17. Experience of leading or mentoring staff.</li> <li>18. Experience of supporting and developing the skills of others and contributing to effective team working.</li> <li>19. Experience of providing personal/ practical care (including food preparation, supporting with maintenance of personal hygiene and appearance, contribute to the management of children's continence and movement and handling of children including the use of mechanical equipment).</li> <li>20. Experience of enabling individuals to manage their domestic and personal resources.</li> </ol>	

<p>21. Experience in providing ongoing support to children and their families, including during changes in care requirements and provision, emergencies or crisis.</p> <p>22. To complete assessments, planning, implementation and review of support packages and facilitate smooth transition to other services.</p> <p>23. Experience of undertaking risk assessments and environmental checks to comply with Health and Safety legislation following appropriate training, to ensure safe service delivery to protect service users, yourself and others.</p> <p>24. Ability to undertake identified health care tasks following the appropriate training and, in partnership with specialist nurse services, monitor staff compliance.</p> <p>25. Experience in facilitating meetings, preparing and presenting written and verbal reports.</p> <p>26. To prepare own work programmes, deal with telephone calls and maintain the necessary documentation and recording procedures.</p> <p>27. To attend meetings and undertake training as required.</p>	
<p><b>Role Dimensions</b></p> <p>28. To provide supervision to Community Support Workers and Home Support Workers and to work directly with children and families.</p> <p>29. To provide a countywide service.</p> <p>30. The post holder will be required to provide an out of hours service and emergency cover (working on a duty rota which provides cover 24 hours per day, 365 days of the year).</p> <p>31. This post has no budgetary responsibility.</p>	

Date: 26/01/2016