



Senior Support Worker - Job Description

Reporting to the Designate Manager, Registered Manager and/or Nominated Individual

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About Green Light PBS Ltd.

Green Light offers services to people with complex needs such as Autistic Spectrum Conditions, Learning Disabilities and Challenging Behaviour.

Challenging being defined as '*Culturally abnormal behaviour(s) of such intensity, frequency or duration that the physical safety of the person or others is likely to be placed in serious jeopardy, or behaviour which is likely to seriously limit use of, or result in the person being denied access, to ordinary community facilities.*' (Emerson 1995).

This role will expect you to share your skills, experience and expertise to realise our vision and mission for people with complex needs. Our vision being "a varied and developmental lifestyle for each and every person" our mission being "empowering people to achieve a lifestyle they are proud of".

Job Summary

- To create a homely environment that offers a safe, secure and stable foundation for developmental opportunities for customers and employees alike.
- To support, direct and empower other team members so they can **empathise** with customer needs and overcome obstacles to the lifestyle they deserve.
- To have high expectations of yourself and fellow employees of **what is possible** for people with complex needs with the right care and support.
- To provide a **person-centred** service led by customer wants, needs and aspirations and what is valued most by them.
- To be passionate about **customer experience** and enthusiastic about sharing your passion with others.
- To guide other team members towards approaches that safely meet complex needs, provide excellent outcomes and are recognised as best-practice in the field of Autism, learning disability and challenging behaviour. Encouraging the active support of customers to gain skills and competence for greater **community presence and integration** and to exercise their **choice, rights and responsibilities**. To support customers to gain **respect and status** from their families and other members of our community (- based on O'Brien, 1987).
- To set an example of **learning** and **reflection** so that people are unafraid to make or acknowledge mistakes and therefore **not afraid to innovate**.
- To encourage **feedback** and **honesty** so that you and others can reflect on practice and continually improve the quality of service offered.
- To encourage a culture of **transparency** and **openness** and to value the contributions that can be made to our mission by others whatever their background or experience. To recognise the value of **diversity** on improving the quality of service offered and the conditions for fellow employees.
- To ensure practices are developed in consultation with customers and their representatives and **safeguard customer rights** and provide opportunities to exercise rights.
- To be an **example**. To share your skills, experience and expertise with other employees so customers experience **quality consistently** and employees can gain from your skills, experience and expertise to increase their own value and career opportunities in the field of autism, learning disabilities and challenging behaviour.
- To coordinate the development and implementation of **Service User Plans** and supporting guidance, ensuring these reflect needs, are shared, understood, implemented and reviewed by the relevant people at the required intervals. To ensure these reflect the quality of care and support customers should come to expect from Green Light. To ensure accurate records that support Green Light's legal obligations, audit and quality assurance processes are kept on all professional activities within the Registered Home.
- To positively monitor, observe and **sample practice** for example; team members and

customer interactions to ensure these satisfy your professional expectations and reflect Green Light's overall **vision** and **mission** for people with complex needs. To listen to the views of people using the service, fellow employees and others willing to share these to improve the quality of service.

- To ensure that any breakdown in relationships are quickly reported to the Registered Manager or Responsible Individual to prevent this impacting on the positive culture of the customer's home and team working conditions.
- To ensure practices meet legislative requirements and are legally and ethically sound, reflecting key white papers, e.g. valuing people, valuing people now, challenging behaviour: a unified approach, The Mansell Report, etc.
- To work with the Registered Manager and Responsible Individual to ensure the home fully complies with the standards, requirements and recommendations of the relevant regulator [Care Quality Commission \(CQC\)](#), Ofsted (where post relates to children) The Health and Safety Executive, The [Independent Safeguarding Authority](#), [Criminal Records Bureau](#), Environmental Health Agency. To foster positive and open relationships with regulatory bodies and their employees in order to learn from them and to develop and improve standards of care and support.
- To ensure practices within your home reflect the General Social Care Council (GSCC) Code of Conduct for [employees](#) and [employers](#).
- To be aware of the relevant safeguarding vulnerable children/adult practices, policies and procedures.
- To contribute to the wider development of Green Light and the implementation of its vision, mission and the execution of Green Light's business strategy. To consult, engage and include others in the process. To share the wider organisational vision with others so they can identify personal, customer or organisational development opportunities.
- To share accurate information with your supervisor on key areas of responsibility, e.g. customer experiences, risks being managed, financial status. To ensure statutory reports are made in a timely fashion (e.g. Regulation 18 reports for [CQC](#)).

Specific Responsibilities

- The care and safety and supervision of customers and colleagues working at the home.
- To be key worker for an individual within the home.
- To participate in the 'shift leader' system and act as the 'person in charge' on shift.
- The day to day administration within the home and compliance with statutory regulations and company policies and procedures.
- The cultivation of an environment in which high standards of care and support are provided.
- To engage customers to express themselves and take control of their lifestyle with your colleagues support.
- To foster positive relationships with people who are personally or professionally

significant to the customers and to the quality of care offered.

- To listen to and to consult widely with significant others and to include them in regular reviews of the **Service User Plan**.
- To ensure any medication is stored and administered according to company policy and procedure, training and pharmaceutical recommendations.
- The support, guidance and supervision of support workers working within the Registered Home.
- Protecting customer confidentiality and ensuring policies and procedures relating to this are understood by those within the Registered Home.
- Encouraging free-flowing communication between parties involved in the care and support process; customers, their friends, carers and families, Green Light employees and health and social care professionals. To professionally represent the team and wider organisation in multi-disciplinary meetings, case conferences and formal reviews.
- To supervise employee development, discipline and support.
- To support employees to develop professionally and thus contribute to the development of Green Light's services for people with complex needs.
- To meet with fellow employees at all levels on a regular basis so that information can be exchanged on the various parts of the company.
- To engage in the planning, development and promotion of the Green Light's brand of care and support and in the quality assurance and continual improvement of existing policies, procedures and practices. To share best practice across the organisation so that others can build on this.
- To gather and share information on service quality and safety and other key areas at informal and formal team meetings. To assess the possible impact of the information gathered and the steps needed to ensure safety and quality of service. To set and review actions and recognise the achievements of individuals and the team as a whole. To share your findings and recommendations with the Designate/Registered Manager, ensuring they are fully appraised of matters being managed, particularly those requiring immediate attention or action; for example concerns relating to customer or employee safety, risk, service quality.
- To ensure services reflect the individual needs of customers and the nature of their condition and that their needs are met safely.
- To be involved in the assessment and transition of potential customers so their needs can be accurately identified and safely met.
- To ensure the home is safe, clean and tidy and well-maintained inside and out reflecting high standards. To ensure resources under your control are safe, fit-for-purpose and are well cared for by those using them, for example any vehicles provided for customers and team use.
- To share information on the financial status of the customers with Green Light's Registered Manager, Nominated Individual and Finance Manager.
- To maintain records of each person using the service and to provide detailed progress reports.

- To ensure employees are trained, competent and confident to fulfil their delegated responsibilities to required standards.
- To ensure appropriate support is in place for customers and team members to fulfil planned activities.
- To undertake a share of evening, weekend and sleep-in shifts as dictated by customer needs, as reflected in the rota.

Confidentiality

- To respect and maintain the confidentiality, respecting the fact that our business results in access to privileged information about vulnerable people, their families and representatives.
- To ensure that you maintain personal integrity, can be approached by employees with concerns and trust you will treat this in confidence.
- To ensure employees under your supervision are aware that 'breach of confidentiality' allegations will be investigated and could result in disciplinary proceedings.

General Responsibilities

- To share our vision and support our mission for people with complex needs.
- To maintain positive relationships and high regard for Green Light's business activities with current and future customers, their representatives and the general public.
- Ensure your professional activities and interactions reflect the values and principles of the General Social Care Council code of conduct.
- Actively support and promote Green Light's [Equal Opportunity](#) and Diversity Policies.
- Encourage colleagues to maintain positive professional relations.
- Attend meetings and training as required.
- Ensure you and colleagues have an awareness, observation and adherence of Fire and Health & Safety regulations.
- Ensure the respect, dignity and rights to privacy of all people using the service as far as possible.
- Participate in regular Management, Support and Development sessions with your Supervisor and with employees for whom you are responsible.
- Carry out any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by your Supervisor or their nominated other.
- There may be tasks and activities not specifically covered by this job description. Working with people with complex needs may result in employment circumstances that are at times unpredictable, varied and challenging for example covering unforeseen circumstances. Employees best suited to this kind of work will therefore be those able to adapt flexibly to changing circumstances and who can learn and teach new skills to

support people with complex needs and challenging behaviour.

Person Specification

Key

A	Application form
I	Interview

	Essential	Desirable	A/I
<u>Qualifications</u> To have an NVQ 2 in Health and Social Care or equivalent		Y	A
<u>Experience</u> Recent experience of learning disabilities, to include Autistic Spectrum Conditions and challenging behaviour	Y		A I
To have worked in a previous social care setting	Y		A
To have customer service experience		Y	A
To have worked as part of a team	Y		A I
To have some knowledge of the inspection and regulatory framework	Y		A I
Experience in planning meetings, implementing an agenda, chairing a meeting	Y		A
To have held a low level of supervisory responsibility and being responsible for particular tasks	Y		A I
<u>Skills</u> Leadership skills	Y		A I
Ability to complete written reports on a laptop or computer	Y		A I
Use of ICT equipment and programmes such as word and Internet explorers	Y		A I
Excellent listening, verbal and written communication skills	Y		A I
To be able to work using ones own initiative and	Y		A I

remain calm in challenging situations			
Ability to follow written instructions and adhere to company policy	Y		I
Excellent organisational and problem solving skills.	Y		I
Proven ability to formulate care plans, placement and transition plans for people who use the service.	Y		A
<u>Personal qualities</u> To recognise and respect the importance of diversity of individuals	Y		A I
Discreet, diplomatic and able to treat information confidentially	Y		I
High levels of personal motivation with the ability to motivate others	Y		I
Committed to safeguarding and the provision of providing first class care for vulnerable people	Y		A I
Pay attention to detail and with the ability to follow up and see actions through to completion	Y		A
Able to work as an effective shift leader and able to communicate with all relevant parties in the required time frames whilst delegating tasks to others	Y		I
<u>Other</u> Good health and work attendance records*	Y		A
Valid driving licence and use of car	Y		A
Good physical fitness in order to move and implement physical interventions for individuals at times of high risk situations	Y		A I

*Unless absence from work can be explained and validated where required

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