

## Job Description and Person Specification

Position	Senior Support Worker (Residential) / Shift Leader - Days
Responsible to	Registered Manager
Hours of work	37.5 hours per week (shift working, to include occasional nights and sleep-ins)
Annual Leave	22 days + 8 days bank holidays (for new full-time employees)
Benefits	Pension scheme

### PART 1: JOB DESCRIPTION

#### 1 Purpose of Position

- 1.1 To support the Service Users in the Home and in the community through person centred approaches to reach their full potential.
- 1.2 To provide flexible and supportive services to maximise Service User independence.
- 1.3 To work within the context of organisational policies, procedures, guidelines and standards.
- 1.4 To support and promote the Ashcroft Mission and Values in all aspects of the role.
- 1.5 To maintain confidentiality at all times.
- 1.6 To work in partnership with the Service Users, the team, the organisation and the wider community.
- 1.7 To promote equality and diversity within the service and wider community.
- 1.8 Support Service Users to access a range of opportunities and experiences, either from the Home or the wider community.
- 1.9 Support Service Users to take control of their lives and to maximise their inclusion and participation in the community according to their needs, wishes and preferences.
- 1.10 Support Service Users to manage their health and well-being and to provide personal care where appropriate.
- 1.11 To attend staff meetings, supervision meetings, training sessions and contribute to the promotion of good practice across the service.
- 1.12 Attend and participate in all statutory training and updates.
- 1.13 Comply with legislation as communicated to the incumbent through Ashcroft and its policies and procedures.
- 1.14 To support the Registered Manager to manage the Home.
- 1.15 To lead designated shifts as identified on the Rota and to supervise the staff complement provided for that shift.
- 1.16 To carry out handover procedures at the beginning and end of each shift.
- 1.17 To carry out all aspects of the administration of Service User medication in accordance with each Service User's Care Plan.
- 1.18 To carry out various Service Management activities as delegated by the Registered Manager, eg, induction, achievement of staff development goals, rota management, Service User care, Health and Safety, handling Home finances, Fire Procedures, Vulnerable Adults Procedures, etc.

### **2 Accountabilities**

- 2.1 For ensuring that Service Users are treated with dignity and respect in all aspects of their lives.
- 2.2 Taking person-centred approaches to supporting the Service Users (when in doubt seek help or advice).
- 2.3 Meeting the requirements of Ashcroft policies and procedures.
- 2.4 Following Service User Care Plans.
- 2.5 Ensuring the protection of vulnerable adults procedures are followed as a primary consideration.
- 2.6 Reporting concerns or raising questions when in doubt. Liaison with On-Call or Head Office functions where appropriate.
- 2.7 Shared accountability for creating a Shift Plan and ensuring that the actions of the Shift Plan are carried out through delegation of tasks to competent persons. This includes ensuring adequate shift cover for the current shift and providing cover for foreseen shift shortages (eg, where staff may have called in sick).
- 2.8 For ensuring the accurate and safe administration of Service User Medication for the designated shifts.
- 2.9 Shared accountability for accurate and informative shift handover records for the designated shifts.

### **3 Service User Support**

- 3.1 To support Service Users with all aspects of their Care Plan and Care Guidelines.
- 3.2 Where appropriate, support Service Users with their personal care needs (washing, dressing, toileting, dental care, etc).
- 3.3 Support Service Users to develop skills to enable them to manage their daily lives.
- 3.4 Where appropriate support service users with food preparation.
- 3.5 To communicate with Service Users using all appropriate methods and to actively listen to their views, decisions and choices.
- 3.6 Support Service Users to achieve planned goals and personal outcomes.
- 3.7 Support Service Users to be at the centre of any planning about their lives.
- 3.8 Support Service Users to become active and valued members of the community.
- 3.9 Participate in Service User's holidays, as agreed with the Service Manager.
- 3.10 Support Service Users to develop problem solving skills.
- 3.11 Support Service Users in line with their behavioural guidelines.
- 3.12 Pro-actively support Service Users to access leisure, education and employment opportunities in accordance with their wishes and needs.
- 3.13 Support Service Users to access the community facilities of their choice.
- 3.14 Inform the Registered Manager or shift leader of any concerns relating to the health and well-being of the Service User.
- 3.15 Support Service Users to make complaints or report any concerns.
- 3.16 Respect Service Users' privacy, property, home, dignity and choice.
- 3.17 Assist Service Users to develop and maintain relationships with their family and friends.
- 3.18 Use emergency services and medical support services where appropriate.
- 3.19 Use out of hours On-Call support where appropriate.
- 3.20 To be a Key Worker or Co-Key Worker with a designated service user.

### **4 Recording, Reporting and Administration**

- 4.1 Complete Service Users support notes at the end of each shift.
- 4.2 Maintain complete, accurate and timely records (care notes, tick charts, health notes, and behavioural records, financial records, communication book notes, diaries, shift plans, shift handovers, rotas, medication records, etc.)
- 4.3 Ensure that the Registered Manager and/or Deputy Manager are given regular verbal updates and to report any concerns, worries or deficits in service provision.
- 4.4 To follow Ashcroft financial policies and procedures and ensure accurate financial records. Report any financial discrepancies to the Registered Manager or the Finance Manager.
- 4.5 To read communication book, support notes, and diary at the beginning of each shift.
- 4.6 To assist in the development and implementation of risk assessments.
- 4.7 To follow the Read and Sign processes for all Ashcroft documentation.
- 4.8 To report any breaches in discipline, performance or conduct by any Ashcroft employee.
- 4.9 To report any incidences of abuse using the Ashcroft whistleblowing or vulnerable adults procedures.
- 4.10 In accordance with the relevant policies and procedures and as directed by the Registered Manager, maintain the Home by carrying out domestic, maintenance and administrative duties.
- 4.11 To complete all relevant shift documentation (eg, shift plans, medication administration, handover records, communication book notes, etc).

### **5 Team Working**

- 5.1 To create a shift plan, delegate responsibilities and ensure that the plan is followed through the use of effective communication and supervision of the staff complement on shift.
- 5.2 To work in partnership with Service Users, staff team members, agencies, families and other stakeholders, including Ashcroft Head Office departments, as appropriate.
- 5.3 Work in a non-aversive, non-abusive manner and promote an open, inclusive culture with both Service Users and staff.
- 5.4 Participate in and support the development of team members, as directed by your line manager.
- 5.5 Support other Services within Ashcroft by carrying out shifts at those Services (as requested).
- 5.6 To assist with the production of the Rota.
- 5.7 To attend meetings as directed by the Registered or Deputy Managers.
- 5.8 Support the Registered Manager and the staff team to maintain the Home by carrying out shopping, cleaning, washing, menu planning, ironing, washing, etc, involving Service Users wherever possible.

### **6 Employee Development**

- 6.1 Receive and complete an agreed induction in the first six weeks of employment.
- 6.2 Participate any ongoing induction.
- 6.3 Participate in bi-monthly supervisions with your line manager.
- 6.4 Participate in the Ashcroft appraisal processes.
- 6.5 Attend training courses to enhance your skills and knowledge.
- 6.6 Actively support the development of team members through mentoring and coaching less experienced staff (eg, assist with induction, NVQ's, completion of Shift Leader/medication packs, etc).

<p><b>7 Additional Responsibilities for Key Workers and Co-Key Workers</b></p> <p>7.1 To work closely with the appointed Service User to promote person centred approaches in all aspects of their lives. To develop a person centred plan for the appointed Service User.</p> <p>7.2 Provide monthly reports and to provide pre-Review reports (usually every six months).</p> <p>7.3 To attend six monthly Service User review meetings, take minutes of the meeting and present information at Service User Review meetings. Implement recommendations or actions arising from the meeting – working in conjunction with the Service User and other parties to do so.</p> <p>7.4 To promote Service User attendance at their review meetings.</p> <p>7.5 Maintain Service User administration records, the Service User’s Main and day-to-day files.</p> <p>7.6 To record, report, agree and take actions to address any concerns, complaints or grievances that the Service User may have. To adopt the Vulnerable Adults and Complaints procedures where appropriate.</p> <p>7.7 Carry out risk assessments.</p> <p>7.8 Assist with the development of Care Guidelines.</p> <p>7.9 Proactively support the Service User to manage their health and well being by ensuring that medical reviews and appointments are organised regularly eg, doctor, dentist, optician, dietician, chiropodist, etc.</p>
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<p><b>8 Additional</b></p> <p>8.1 To take responsibility for the health and safety of self and others. Bring concerns or questions to the attention of the Home management or Ashcroft Management.</p>
<p>8.2 Any other responsibilities or duties within the reasonable capability and expectations of the role, as discussed between Ashcroft and the incumbent.</p>
<p>8.3 Provide support to other Ashcroft services when requested (following discussion with the shift leader or Registered Manager).</p>
<p>8.4 When carrying out sleep-in duties, the incumbent will be required to sleep in the home and may be woken during the course of their sleep-in to assist Service Users.</p>
<p>8.5</p>

<p><b>9 Working Environment and Potential Risks</b></p> <p>9.1 Working to support adults in a domestic environment and in the community.</p> <p>9.2 Service users will from time to time display challenging behaviour which may be physical and/or verbal and/or behavioural in nature. The role may require non-violent crisis intervention procedures (non-violent restraint in line with procedures) from time to time.</p> <p>9.3 Implications for COSHH: domestic chemicals and pharmaceuticals.</p> <p>9.4 Implications for health and safety: Food hygiene, fire safety, manual handling, accident prevention.</p> <p>9.5 The role requires shift work including occasional night work and sleep-ins.</p> <p>9.6 The role requires driving Service Users and staff using company vehicles.</p> <p>9.7 The incumbent will be required to attend meetings at Head Office from time to time.</p>
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**PART 2: PERSON SPECIFICATION**

<b>10 Education and Qualifications</b>	<b>Desirable/Essential</b>
10.1 NVQ2 in a care related subject or similar qualification	Desirable
10.2 UK / EU driving license	Desirable
<b>11 Experience</b>	<b>Desirable/Essential</b>
11.1 Previous experience in a support role, preferably with adults with learning difficulties and challenging behaviour	Essential
11.2 Previous experience which demonstrates interaction with and working sensitively with other individuals	Essential
11.3 Experience of working within the standards laid out in the Care Standards Act 2000.	Essential
11.4 Writing notes and basic reports	Essential
11.5 Working in a team environment	Essential
<b>12 Skills, knowledge and training courses</b>	<b>Desirable/Essential</b>
12.1 Good general written and verbal command of English. English comprehension. Basic numeracy.	Essential
12.2 Demonstrate a general knowledge about CSCI and the Care Standards.	Essential
12.3 Up-to-date training in all statutory training courses – Fire safety, Health & safety, Food Hygiene, Manual Handling, Adult Protection, First Aid	Essential
12.4 A good understanding of the needs of adults with learning difficulties and/or mental health issues	Essential
12.5 Good awareness of person-centred approaches – ability to work in partnership with Service Users, colleagues, support services, families and other stakeholders.	Desirable
12.6 Non-violent crisis intervention skills	Essential
12.7 To be able to effectively and safely deal with adults with challenging behaviour	Essential
12.8 Demonstrate a working knowledge of the application of the Protection of vulnerable adults procedures.	Essential
12.9 Equal opportunities and diversity awareness	Essential
12.10 Maintenance of confidentiality	Essential
12.11 Demonstrate a working knowledge of the application of Health and Safety procedures, particularly the Fire Procedures.	Essential
12.12 Ability to drive a company vehicle	Desirable
12.13 Ability to plan, prioritise and manage time for self and others	Essential
12.14 Possess problem solving skills and common sense	Essential
12.15 To be able to engage the cooperation of others through clear communication and delegation skills	Essential
12.16 Knowledge of the Ashcroft Vision and Values.	Desirable
12.17 To have a basic knowledge of the commercial environment in which we operate, and the influences, obligations and constraints that environment places upon us, ie, CSCI, Social Services, sources of funding, etc.	Desirable

<b>13 Attributes</b>	<b>Desirable/Essential</b>
13.1 Shares similar values to Ashcroft	Essential
13.2 To have an understanding of the business perspective, ie, that we have commercial constraints and obligations	Essential
13.3 Possesses honesty and integrity	Essential
13.4 Treats people with respect and dignity	Essential
13.5 Promotes equal opportunities and diversity	Essential
13.6 Open and frank and confident in communications with others	Essential
13.7 Promotes personal growth for self and others	Essential
13.8 Pursues excellence and high standards and seeks continuous improvement.	Essential
13.9 Able to work calmly and flexibly when under pressure	Desirable
13.10 Sensitive to the needs of others	Essential
13.11 Team player, sensitive to the need to work with others to achieve common and individual goals.	Essential
13.12 Possess the ability to assess a situation, make decisions and take action accordingly – ie, to take the initiative or to seek further advice or assistance when appropriate.	Essential

<b>14 Any other specialised requirements (eg, physical, social, etc)</b>	<b>Desirable/Essential</b>
14.1 Shift work, including some night work/sleep-ins	Essential
14.2 Able to drive a company vehicle	Desirable
14.3 Able to participate in client activities – includes some physical activities	Desirable
14.4 Able to deal with the physical, mental, and emotional demands of working with adults with learning difficulties and challenging behaviour (an occupational health review may be required)	Essential
14.5 Flexibility in approach to when and where can work (able to work shifts at other Homes, if needed)	Desirable
14.6 Able to meet the requirements of the company vehicle insurance.	Desirable
14.7 The gender of the support worker may on occasion be a specific requirement of the role	n/a

This job description and person specification is not an exhaustive description – it is a guide and will be subject to review to meet the service/business needs.