

JOB DESCRIPTION AND PERSON SPECIFICATION



TITLE OF POST:	SENIOR SUPPORT WORKER	REF:	SSW/JDPS/5/25
SALARY:	NMW / LLW (Tier 1,2,3)	FT/PT	35 HOURS
ANNUAL LEAVE:	28 DAYS (pro rata)		
RESPONSIBLE TO:	DAY CARE MANAGER/ COORDINATOR		
RESPONSIBLE FOR:	SHIFA HEALTH & SOCIAL CARE – SKILLS HORIZON		
LOCATION:	TOWER HAMLETS		

COMPANY BACKGROUND

Shifa Health & Social Care aims to provide compassionate care and support for people who cannot wholly look after themselves in line with their care and support needs as defined by and usually assessed by the Local Authority under the Care Act 2014.

Our care and support could involve both regulated activity under the heading of personal care as defined by the Health and Social Care Act 2008 and unregulated activity in the form of day opportunities for people with learning and multiple disabilities.

We are renowned in the care sector for providing quality support workers and care assistants. We are a local provider working in partnership with local authorities and Clinical Commissioning Group (CCG) and private clients. Our range of services are designed to meet the needs of the older adults and children who need to be cared for in their homes and in the community.

We are passionate about improving the lives of people by delivering the highest standard of care that enables people to live independently and promoting independence. Our care is not only designed to meet clients physical challenge, but also their spiritual, emotional, and other needs.

JOB DESCRIPTION (Day Care)

JOB SUMMARY

- To provide high quality personal, social, and emotional care for challenging behaviour service users within day care setting.
- To care for and be aware of the needs of people who attend day centre and help them Achieve a fulfilled, self-determined and dignified life.
- To take part in the care planning process and provide care for individual service users to meet the objectives of agreed personal care plans.
- To always work within the philosophy of care, promoting equality of opportunity, choice, privacy, dignity, rights independence, and fulfilment for service users.

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- To provide ongoing support to people from the local community who are learning disabled and affected by difficulties related to physical or sensory requirement.

Objectives of this role:

- Help clients remain engaged and enriched – mentally, physically, socially, and emotionally – with required assistance
- Perform assigned duties in an accurate and timely manner, and demonstrate flexibility in meeting the needs of clients
- Safeguard clients by observing their interactions, procedures, and activities
- Be aware of and sensitive to each client's pain, mobility, and fragility, and approach every interaction with compassion
- Adhere to company standards, policies, and procedures, as well as legal rules and regulations

Responsibilities

- To attend meeting to relevant service which may include away from the centre.
- To be aware of quality issues including the implementation of quality assurance.
- To receive formal supervision and appraisal from Skills Horizon Manager/Supervisor and to attend relevant training as identified through appraisal.
- To abide by all the organisation's Policies and procedures and its code of Conduct/Handbook.
- To understand mandatory and regulatory requirements, company policies and procedures including Mental Capacity Act (MCA's) Deprivation of Liberty Safeguards (DoLS), Fundamental Standards, Care Quality Commission (CQC). This list is not exhaustive. To assist the Manager to comply with these requirements, where required.
- To make or contribute to the assessment of need of each person we support, in conjunction with them, the relevant professional agencies and, where appropriate, their family, and develop a care plan which provides a satisfactory quality of life for that person.
- To ensure keyworker reports are completed, health appointments are up to date and records are completed, and to check for follow ups. To support team members with their learning in these activities.
- To be aware of and implement Departmental procedures on access to records, complaints procedures and confidentiality.

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- To implement organisation's policy on valuing Diversity and ensure that issues relating to equal opportunities are incorporated in the planning and monitoring of services.
- To undertake any other duties and responsibilities as may be required to reflect the developing nature of the service.
- Escorting to pick up and drop off service users to home and the centre or where necessary.
- To work directly with service users and other frontline Day-Care Workers to maintain day-to-day activities within Day Care operational hours.
- To undertake the duties of a Key Worker by developing a professional relationship with an identified group of service users and their families performing the tasks expected of a key Worker.
- As part of the person-centred approach to have the responsibility to consult key clients when organising and attending reviews and ensuring that their view recommendations are carried out by the service user, their family, and the whole staff team/other professionals.
- Assist with the assessment of the needs of individual service users in conjunction with project's senior staffs and to assist with the planning of achievements and goals, based on the use of resources, both in the Centre and in the wider community.
- Implementing new ideas regarding effective day to day record keeping by staff and service users.
- Be able to support a group of service users out in the community.

Main duties, responsibilities, and accountabilities:

- To welcome new service user in the induction to the service using a holistic approach.
- In conjunction with Skills Horizon Manager to take part in the care planning process and act as a supervisor/keyworker for individual service user.
- To support and assist service users and encourage independence and self-determination during their time at the centre.
- To be aware of the individual needs of service users and respond appropriately to their likes and dislikes with regards to:
 - Emotional, social, cultural, and religious needs.
- To assist service users to in personal care and if needed, carry out an incontinence programme.
- To monitor service users practical and personal needs which may include clothing, hairdressing and health needs, such as dentistry and chiropody and liaise with other agencies as appropriate. In addition, to carry out simple treatments as required, as directed by a doctor or district Nurse.

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- To be aware of the service users' emotional needs, provide support in times of distress and assist in maintaining good relationships with relatives, friends, and other service users of the service.
- To maintain a responsible approach to the service users' personal belongings and ensure that valuables are kept in safe place.
- To prepare and serve simple meal and beverages and assist service users who need help with eating, in providing choice, to be aware of any special dietary needs of the clients and assist with menu planning.
- To clean and tidy eating areas after meals, wash up crockery and kitchen tools when necessary.
- To organise and be prepared to accompany service users on outings which may include visits to shops, theatres etc. and activities outside the centre and, when required, to escort service users to and from the centre.
- To assist with organising and leading activity groups for service users this may focus on educational, leisure or therapeutic themes.
- In direct practice with service users, and during sessional work, to be able to provide a high level of professional, personal and social care and be capable of meeting the needs of service users who have multiple disabilities and a high care of need.
- To immediately inform the Skills Horizon Manager of any significant change in a service user's behaviour pattern or appearance and give a full report at the end of each shift.
- To use IT skills in compiling reports and assist the admin staff in maintaining routine administrative system.

In addition to the duties outlined the post holder **MUST**:

- Have working knowledge and experience of the client group (learning disabilities).
- Have knowledge of working with mixed ability groups.
- Have knowledge of running and participating in sessions such as communication, practical activities, computing etc.
- Be able to support a group of service users out in the community.
- Direct experience of providing personal care, feeding.
- To undertake such other duties and training as may be reasonably required and which are consistent with the general level of responsibility of this job.

Notes:

The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the organisation's Equal Opportunities Policy.

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PERSON SPECIFICATION (QUALIFICATIONS & EXPERIENCE)

Person specification – essential criteria

The following personal attributes are considered essential to the post of care worker. The job holder must be:

- Two year's work experience in a personal care and working with complex needs as well as challenging behaviour service users
- Experience of carrying out medication orders.
- Experience in leading a shift safely and effectively.
- Experience in carrying out Health and Safety Risk Assessments.
- Ability to upload incident reports and collect evidence.
- Knowledge, understanding and committed to the person-centred care approach.
- Mentor and buddying new and existing support workers.
- To role model and demonstrate best practice that ensures people we support are involved in day-to-day choices/activities.

Person specification – desirable criteria

- have previous experience of working in day care settings.
- have their own transport.
- have knowledge of local neighbourhoods.
- Acts as a role model to staff, setting a clear agenda for the service, contributing a sense of common purpose.
- Working within our deaf service users, Makaton Level 1 qualification
- Keeps up to date with developments in social care, education, health, and other relevant legislation; disseminates information to staff and encourages continuing professional and career development in staff.

Preferred skills and qualifications

- A minimum of 2 years' experience in caring for people who have learning disabilities, Autism, physical disabilities and mental health.
- Completion of Fire Marshall qualification; required
- Completion of Health and safety training, including carrying out risk assessments; required
- Level 3 in Adult Care or equivalent;

All staff are required to respect the confidentiality of all matters that they might learn in the course of their employment. All staff are expected to respect the requirements under the Data Protection Act 2018 and GDPR

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All staff must ensure that they are aware of their responsibilities under the Health and Safety at Work, etc Act 1974.

PEOPLE AND LEARNING

- Acts as a role model to staff, setting a clear agenda for the service, contributing a sense of common purpose.
- Keeps up to date with developments in social care, education, health, and other relevant legislation; disseminates information to staff and encourages continuing professional and career development in staff.
- Ensures all employees and volunteers undertake relevant/required/regulatory learning and development to meet the needs of their service users and to comply with prevailing policy and procedures

SERVICE QUALITY AND EFFECTIVENESS

- Ensures regular supervision of Support Workers, either directly and/or through direct reports assess the quality of practice and the impact made on service users.
- Actively supervise, and conduct performance appraisal for direct reports and submit them to Director and HR.
- Plans and monitors the budget for the Service, exercising good cost management and appropriate financial control to maintain efficiency and effectiveness.
- Proactively seeks opportunities to improve the effectiveness and quality of the service delivery to achieve better outcomes for clients.
- Promotes a culture of safe and effective services.
- Promotes a culture of continuous development and learning.

EQUALITY AND DIVERSITY

- Is proactive in promoting equality and diversity matters; monitoring compliance to legislation, policy, and practice in all aspects of the project operations and encourage full engagement on such issues by staff, workers, and volunteers.
- Promote good practice in equality and diversity in all working.

BENEFITS

- Competitive salary, based on experience
- Career progression
- Supportive & nurturing work culture

OTHER

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- To undertake such other duties and training as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To work flexible hours when necessary to carry out the job.
- To monitor front line staff timetable and maintain record of attendance.
- To maintain day care monitoring to the local authority liaising with day care staff and manager.
- To undertake any other duties and responsibilities as may be required to reflect the evolving nature of the service.
- This post is subject to the requirements of a six-month probationary scheme.

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Notes:

The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the organisation's Equal Opportunities Policy.

This job description is not exhaustive, and amendments and additions may be required in the line with future changes in policy.

This Job Description and Person Specification reflect the duties of the post as they exist currently. The post-holder may be required to undertake other duties commensurate with the salary and competence requirements of this post from time to time as required.

I (name of the post holder) have received this job description and have read and fully understood the duties and responsibilities involved for the post for Shifa Health & Social Care - which I am employed and I agree that I will perform my duties as specified in this job description.

Signature Date

This job description has been agreed for the post of Support Worker for Shifa Health & Social Care and adopted by the SHSC Management.

Name Date

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Signature

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