



Job Profile - SUPPORT WORKER (SW) & SENIOR SUPPORT WORKER (SSW)

JOB PURPOSE FOR SW & SSW

A Rossendale Trust Support Worker is part of a team providing the highest standards of support and care to our tenants, ensuring they are treated with dignity and respect so that they can live a full and meaningful life.

The Rossendale Trust places our tenants at the centre of everything that we do.

Our values are built around the 5 Key Questions as defined by the Care Quality Commission and which form the basis of the CQC inspection:

Safe; Caring; Responsive; Effective and Well led

ROLES AND RESPONSIBILITIES FOR SW & SSW

Safe.

Inclusion; safeguarding; health and safety; risk assessment; confidentiality.

- Work with the tenants and colleagues to create a safe and inclusive environment and agree routines with the tenants to provide structure and stability in daily life.
- Be familiar with and regularly refresh knowledge of the types and indicators of abuse in relation to the safeguarding of vulnerable adults and to report all concerns, suspicions, allegations, and incidents.
- Ensure that tenants are supported to have proper access to healthcare, and that all appointments are recorded and attended.
- Be aware of all health and safety responsibilities, risk assessments and safety procedures. Share best practice and responsibility within the team to protect the health and safety of tenants, self and colleagues, and visitors.
- Understand and protect the tenants' right to confidentiality of information in accordance with Trust Policy and the Data Protection laws.
- Understand and assist the tenant with all aspects of personal care as defined in that individual's Support Plan.

Caring.

Choice; Dignity and Respect; family support; day to day independence.

- Promote independence and choice for each tenant in all aspects of daily life. Work with the tenant and the support team to encourage personal development.
- Understand that dignity and respect must be central to the provision of support and care to all of the tenants.
- Ensure correct use and completion of all essential documentation, including but not limited to MAR sheets; financial procedures; medication administration observation.
- Attend appointments and review meetings for and with tenants and provide support to the tenant families.
- Support the tenants to develop the skills and knowledge which will enable each person to have ownership of their own lives.



- Support tenants in the planning, cooking and serving of meals, balancing respect for tenant choice with good nutrition, healthy eating and any dietary requirements.
- Understand and display a positive, friendly attitude at all times.

Responsive.

Communication; changing needs; Support Plans; activities; Mental Capacity Act 2005.

- Be able to communicate with tenants, following support plans and using any appropriate resources as recommended.
- Understand, record, and respond to any perceived changes in a tenant's needs or choices. Share any such changes with your team and your line manager.
- Contribute to the development and review of individual tenants' Support Plans and Person-Centred Plans which will accurately reflect the individual's needs and choices.
- Enable each tenant to access educational or work experience choices and support the tenant as necessary in these and any other activities.
- Understand mental capacity and the 5 principles of the Mental Capacity Act 2005.

Effective.

Relationships; recording; developing Support Plans; flexible working.

- Make an active contribution to the team, working to build and maintain appropriate relationships with tenants, relatives, colleagues, and external professionals.
- Understand and monitor the recording systems and maintain accurate and complete records relating to each tenant's care and support.
- Attend and participate in tenant activities when appropriate, as defined in each tenant's Support Plan and Person-Centred Plan.
- Use the knowledge and experience gained by supporting each tenant to contribute to the Support Plan and/or the Person-Centred Plan for that individual and incorporate the experiences of others.
- Be flexible and willing to work across a variety of settings to meet the needs of the tenants and the Trust.
- Read and understand the Key Policies of the Trust.

Well Led.

Team working; training; Trust Mission and Vision; diversity and equality.

- Make an active contribution to the team, working to build and maintain appropriate relationships with tenants, relatives, colleagues and external professionals.
- Understand and monitor the recording systems and maintain accurate and complete records relating to each tenant's care and support.
- Attend and participate in tenant activities when appropriate, as defined in each tenant's Support Plan and Person Centred Plan.
- Use the knowledge and experience gained by supporting each tenant to contribute to the Support Plan and/or the Person Centred Plan for that individual and incorporate the experiences of others.
- Be flexible and willing to work across a variety of settings to meet the needs of the tenants and the Trust.
- Read and understand the Key Policies of the Trust.

ADDITIONAL RESPONSIBILITIES FOR SSW



Safe.

Recording and documenting.

- Monitor and be responsible for the correct use and completion of all essential documentation by staff on the team, including but not limited to MAR sheets; financial procedures; medication administration observation.
- Ensure that staff rotas are covered should one of your team call in sick.
- Reporting potential Safeguarding's to GLOM's.

Caring.

Mentoring.

- Mentor, and be a positive role model to the team, delivering care and support which promotes the values and policies of the Trust.
- Mentor and support new starters through their training and induction, ensuring staff code of conduct is observed whilst supporting tenants and working with the team.
- Mentor less experienced staff around the Mental Capacity Act 2005 and the Care Act 2014.
- Ensure that the team are observing best practice, with dignity and respect central to the provision of care and support to all of the tenants, challenge instances of poor practice and report to the management team.
- Work with the Group Leader to ensure that appointments and review meetings are properly attended by well-prepared staff and provide support to the tenants' families.

Responsive.

Complaints; Emergencies.

- Respond positively and promptly to any complaints or feedback from tenants, relatives or others, recording and sharing that response.
- Liaise with Oakwood, WorkTaste or external service providers to ensure that all possible activities chosen can be undertaken by the tenants and deal with any issues or complaints from those service providers.
- Ensure external services are updated about relevant changes to the tenant's support needs.
- As shift leader you will take the lead and be responsible for making decisions when dealing with an emergency situation. Communicating with the external agencies and family, as appropriate. Reporting all emergency situations up to management, as appropriate. Remaining calm and confident when directing your team.

Effective.

Policy observance and mentoring; task management.

- Read and understand the Trusts key policies and ensure that the team all work in accordance with them.
- Support the GLOM's in preparation for inspection by the Local Authority or CQC. Offer support and guidance to less experienced members of the team during any inspection.
- Work alongside your GL/OM in team meetings and professional meetings, making a positive contribution and towards minute taking and recording.
- Promote positive and effective communication with your team.

Well Led.



Leadership; Shift Leader.

- Lead by giving an active contribution to the team, working to build and maintain appropriate relationships with tenants, relatives, colleagues, and external professionals.
- Be aware at all times that an SSW is a role model for the team and other staff, representing best practice in all aspects of our service, in all situations and locations.
- Take responsibility for specific aspects of the service as agreed with the Group Leader or Operations Manager.
- Take on the role of Shift Leader; be responsible for allocating and coordinating tasks on shift with the other members of the team to meet the needs of the tenants.
- Be responsible for overseeing that medication and finance audits are completed every shift (twice a day), and report any discrepancies, care concerns or safeguarding's to the GL or OM immediately.
- As determined by the Operations Manager you will be expected to contribute towards covering the On-Call rota.

KEY WORKERS: GUIDELINES AND CHECKLIST

Purpose.

A key worker is essentially a member of the support staff (Support Worker or Senior Support Worker) who has a particular focus upon the support and care of one of the tenants within the Trust. These guidelines are intended to define the main elements in the role, whilst accepting that the tasks and extent of the role may vary considerably from one tenant to another.

Responsibility.

The presence of a key worker on a shift does not mean that the other staff members are not responsible for the support and care of that tenant.

Checklist of Responsibilities.

- To be aware of and link in around both the individual's and other relevant birthdays, anniversaries, and other relevant dates to ensure these are effectively communicated and actioned.
- To work alongside the Deputies and Group Leaders to identify and organise any required purchases.
- To be aware of and plan for upcoming health and wellbeing appointments/procedures
- To be fully aware of the individual's Support Plans and Risk Assessments and work with the Group Leader to ensure these are relevant and correct.
- To be a part of the planning, organisation of social and cultural activities that the individual wishes to participate in such as holidays, days out, other activities.
- To guide and mentor newer staff in key areas relating to the individual.
- To ensure relevant documentation is present and correct such as Health notes, Monitoring Charts and Health Action Plans.

It is essential that Operations Managers and Group Leaders oversee and manage all work by key workers.



PERSON PROFILE – SUPPORT WORKER & SENIOR SUPPORT WORKER

CRITERIA	ESSENTIAL/ DESIRABLE	ASSESSED BY
QUALIFICATIONS		
NVQ or Diploma Level 2/3 or equivalent in Health and Social Care, or willing to train	E	Application Form/Certificate
KNOWLEDGE AND EXPERIENCE		
Ability to communicate effectively with other team members/service users, other agencies and families.	E	Interview
Experience or willingness to carry out personal care	E	Interview
2 years working within a similar environment	D	Application
Previous experience of working with adults with learning disabilities	D	Application
Knowledge of CQC, Supporting People Standards.	D	Interview
Understanding of the needs/support/care of vulnerable adults.	D	Application / Interview
SKILLS AND QUALITIES		
Treats people with dignity and respect	E	Application / Interview
Ability to work on own initiative and as part of a team.	E	Application / Interview
A commitment to individuals being at the centre of decision-making as far as possible.	E	Interview
To be able to record information and carry out duties following written guidelines.	E	Interview
Ability to show a positive/motivational attitude to supporting the tenants and helping them to take as much responsibility as possible for their own lives.	E	Interview
Ability to communicate effectively, showing tact, patience, sensitivity, and courteousness even in stressful situations.	E	Interview
Ability and willingness to work a flexibly.	E	Interview
To be able to participate in 'housekeeping' activities such as cooking, cleaning, gardening if appropriate.	E	Interview
Willingness to drive Trust vehicles	E	Interview
ADDITIONAL REQUIREMENTS		
Full driving licence	E	Application Form/sight of driving licence
This post is subject to an Enhanced DBS Disclosure		