

Post Specification

Date	February 2023
PG Number	7017
Post Title	Senior Support Worker – Support at Home Service
Job Family	People Care and Development
Job Family Role Profile	PCD7
Final Grade	Grade 8

To be read in conjunction with the job family role profile

Service Area description

The support at home service is part of People and is provides both domiciliary and reablement service as part of the wider provider services team.

The domiciliary service operates during the day and at night, the team of support workers provide a service to individuals based on a strength based support plan which will identify tasks and assistance required to enable activities of daily living to be undertaken within individuals own home.

Reablement is a short term intervention which operates during the day; its purpose is to maximise independence for individuals, this is done through the creation of a support plan which identifies goals for individuals to work towards.

Purpose of this post

To work within the domiciliary service, supporting people to remain within their own homes; the role will be client facing and will involve developing strength based support plans with people in a way which enables them to maintain their dignity and independence whilst being empowered to make choices about how they receive the support required. The role will require that support plans and supporting documentation is updated and reviewed on a regular basis and in line with any changing needs service users. The development of the support plans should also highlight any risks associated with the direct support provision, and should detail any ways to mitigate these risks.

Key job specific accountabilities

1. To work as part of the support at home team providing support to individuals with dignity and respect by developing support plans and the supporting documentation for support workers to follow. This could include detailing support with personal care, nutrition and hydration, medication and manual handling, but would also highlight and risks and mitigations that are present and would include completion of medication support records, medication administration records.
2. To undertake manual handling key worker training to ensure the robust support of both staff and service users with regards to manual handling assessments, service user needs and the most appropriate ways to deliver identified support.
3. Safeguarding the security and welfare of the service user. Report and act in line with safeguarding policy and guidance. To escalate and seek appropriate support from other

- professionals such as GP's, supervisors or emergency services as and when the situation demands. This could include periods of ill health or concerns around safeguarding
4. To ensure that quality checks, reviews and updates to contingency plans are carried out on a regular basis, this will be through observations of staff carrying out their work and through feedback from service users and their families or carers. Accurately recording details and acting on any changes which will have been provided to you in a timely manner, passing on any relevant information as and when required.
 5. To complete all mandatory training and take responsibility for highlighting any additional specific training needs which would benefit both staff member and service user, feeding this information back to the support at home supervisor. Attending supervision, appraisal and bi monthly team meetings as required to ensure robust communication between staff, allow team brief to be cascaded and the sharing of best practice.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • None
Staff Management Responsibilities	<ul style="list-style-type: none"> • None
Other	<ul style="list-style-type: none"> •

Essential Criteria - Qualifications, knowledge, experience and expertise

- QCF Level 3 or an ability to work towards this following appointment
- To demonstrate excellent communication skills, both written and verbal
- Ability and experience of developing person centred, strength based support plans which promote independence for individuals
- Ability to provide support in a non-discriminatory way, treating people with dignity, choice and respect at all times
- Demonstrate confidence to work on own initiative as well as effective team working to support the delivery of a quality service
- Manual handling keyworker
- Ability to deal with some challenging behaviour and situations where confrontation may arise
- Ability to work with colleagues in a way which shares and promotes best practice at all times
- Knowledge of CQC and the regulatory role
- Practical experience in the workplace with vulnerable people in the home setting.
- Experience of reviewing and updating support plans as service user needs change

Disclosure and Barring Service – DBS Checks

- The level of check required is:
 - DBS Enhanced – Adults

Job working circumstances

Emotional Demands	<ul style="list-style-type: none"> • In line with service delivery in dealing with service users on the frontline
Physical Demands	<ul style="list-style-type: none"> • Some elements of manual handling
Working Conditions	<ul style="list-style-type: none"> • Some exposure to confrontation / challenging behaviour • Extensive travel within the division including some night time working hours • Agile worker

Other Factors

- There will be a need to respond to service users who will not always be accessible via public transport; therefore there is a requirement to travel independently via a motorised vehicle due to the geographical dispersal of the staff and service users throughout the division.