

Senior Support Worker Job Description

Department: Operations

Where you will be working: Across a Cluster of services

Reports to: RCM

Purpose of the job:

The purpose of this role is to blend together the practitioner role and the first line management role at a SSW level. You will be a role model to others through demonstrating excellent support to those in our care and you will help the RCM/s to teach, support and manage staff teams effectively. The SSW offers the opportunity for career progression to someone keen to develop their knowledge and skills.

The foundation of your practice will be built on Hft's values, and embedded into the Fusion model of support and delivering Person Centred Services. We want you to nurture and inspire those coming to work for Hft and contribute to ensuring we have the best staff teams offering the best support services across the sector.

You need to work to the standards set internally (by Hft) and externally (for example, by the Care Quality Commission and Local Authority).

You will contribute to ensuring services are:-

- Well led
- Safe
- Caring
- Effective
- Responsive

Every SSW will be assigned to a RCM and work to a common set of core responsibilities. However, in addition you will adapt your role to meet the needs of regional services.

Main Duties Across a cluster of services:-

1. Develop a culture that is responsive, inclusive and person centred.
2. Ensure that you and support staff offer the highest standards of care and support to each person in our care.
3. Ensure that all documentation that relates to a person's needs and choices, is current, comprehensive, represents the views of the person/family and is used on a day to day basis to inform practice.
4. Ensure that you and the staff team assist and encourage people to have a life like any other by becoming part of their community, have work and education opportunities, develop and maintain relationships, explore leisure options and are supported to express themselves in the way they choose, culturally, spiritually, sexually etc.
5. Ensure that you and the staff team complete and record risk assessments around finances and other aspects of people's lives as needed.

6. Promote health, safety and well-being of the people we support whilst respecting people's personal choice and empowering positive risk taking.
7. Promote PCAS as a practice leader to achieve maximum independence for each person.
8. To bring the Fusion model to life within services and deliver on team Fusion plans.
9. To develop a culture of collaborative working to benefit the people we support.
10. To look for opportunities to use Personalised Technology to increase people's independence.
11. To make full use of IT systems and support and teach staff to maximise the use of these in their job.
12. Maintain confidentiality at all times.
13. Being part of the community is important to people you therefore need to be able to drive and use your vehicle for work.
14. You and your team/s are also required to work flexibly to respond to the needs and wishes of the people you support, complete on-calls, be away from home etc.

First line MANAGEMENT ROLE

- Line manage employees, volunteers and relief staff identified by the RCM
- Observe and feedback on SW practice and interactions with the people we support.
- Monitor service compliance
- Support the staff induction process
- Carry out on-call duties as a second person
- Ensure financial reconciliations are completed and signed off.
- Ensure that you and staff teams make full use of Hft systems, SPARS, Lincus, SPIRE, Assessnet, Knowledge Centre etc.
- Support the appointment of staff as requested.
- Carry out fact finding early stage investigations.
- Complete PCAS observations
- Contribute to Fusion plans
- Complete mandatory management training as determined by Hft.
- Support the RCM