**Job Description:** Senior Support Worker

**Salary:** £11.24 per hour

**Responsible to:**  Manager

**Purpose of Post:** To Support Managers to provide efficient and effective services

*As senior support worker you will be responsible for a group of support workers ensuring that good practice is promoted, and all support workers are supported, guided and that performance is developed and monitored. You will ensure that individual tenant / service user support contracts / matrix are complied with. You will be responsible for the coordination of support and ensuring that staff rotas are covered appropriately*

*The following serves to highlight a typical list of responsibilities and tasks. The post holder must, in every instance, provide support, supervision and guidance to staff to ensure that a person centred approach is used with People with Learning Disabilities to maximise decision making, choice and control of their own services and lives.*

*It is essential to the development of EKM’s service delivery that the post holder is able to respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.*

**Main duties and responsibilities:**

Participate and support the process of change of all East Kent Mencap services.

Train and support People with Learning Disabilities in programmes relating to maintaining / developing the ability to live independently.

Ensure that People with Learning Disabilities take the lead in the organisation and completion of tasks, activities etc.

Be proactive in reviewing individual progress and development with circles of support and support workers to ensure that a consistent approach is used by all staff in the support of an individual.

Ensure that individual’s goals are followed through and progress made with a consistent approach from staff

Ensure there is good communication with all staff

Support the development of Person Centred Plans

Ensure tenants / service users assessed needs are met

Responsibility for risk assessment

Assist people to explore risk and safe systems of working / record findings

Facilitate focus Meetings

Maintain progress records and ensure staff maintain daily logs

Maintain general records

Liaise with other professionals and share agreed information to maximise services .

Ensure a professional approach at all times when representing Mencap in the community

Ensure that welfare, dignity and choice is maintained

Support individuals with their medication and maintain accurate records.

Participate in the development of services

Participate in induction, training and development

Participate in supervision, target setting and appraisal

Follow all financial administration procedures

Activate emergency protocols in the case of accident / emergency

Follow all Health & Safety protocols and assist in the development of “In House” strategies

Follow all Society Guidelines and Policies

Ensure that concerns about work related issues are forwarded to Line Manager

Ensure complaints about services are forwarded to Line Manager

Perform general duties as required by the Society

**Employees will be expected to work across all current and future Units either owned or managed by East Kent Mencap**

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| **Person Specification** | **Senior Support Worker**  |  |
| **Criteria** |  | **Essential / desirable** | **How measured?****(Application form/interview/ assessment)** |
| **1** | **Education/ qualifications** | 1.1 | Good standard of general education | Essential | Application form |
| 1.2 | NVQ Level 3 or equivalent.Or, committed to undertake within agreed timescale | Essential  | Application form |
| 1.3 | First aid certificate or willingness to train | Desirable  | Application form |
| **2** | **Experience** | 2.1 | Significant experience of working with children and or adults | Desirable | Application form/ interview  |
| 2.2 | Experience of organising and providing activities.  | Desirable  | Application form/ interview  |
| **3** | **Abilities/skills/ knowledge** | 3.1 | Knowledge of the dynamics and impact of learning/physical disabilities  | Essential | Application form/ interview |
| 3.2 | An understanding of health and safety requirements in providing services for people. | Essential | Application form/ interview/ assessment |
| 3.3 | Demonstrate the ability to build and develop supportive relationships with people whilst maintaining professional boundaries | Essential | Application form/ interview |
| 3.4 | Understanding of and willingness to undertake training in Safeguarding and Child/Adult Protection and all other relevant programs. | Essential | Application form/ interview |
| 3.5 | Ability to build effective relationships, both internally and externally, showing sensitivity for others’ viewpoints and valuing diversity | Essential | Application form/ interview/ assessment |
| 3.6 | Ability to communicate clearly and concisely, including the ability to listen actively and match communication to the needs of the recipient. This include a clear understanding of complex needs and communication | Essential | Application form/ interview/ assessment |
| 3.7 | Ability work with initiative and to take responsibility for own actions and behaviour being able to reflect on previous experiences to improve own practice | Essential | Interview |
| 3.8 | Ability to be calm and resilient whilst under pressure and to remain optimistic and consistent | Essential | Interview |
| 3.9 | Ability to work as a team member and within a line management structure, understanding the importance of seeking guidance and support when required | Essential | Application form/ interview |
| 3.10 | Ability to plan and prioritise work activities | Essential | Application form/ Interview/ assessment |
| 3.11 | Demonstrable ability to use Microsoft Office (word, excel, outlook, access) | Essential | Application form/ Interview/ assessment |
| 3.12 | An understanding of CQC. | Essential | Application form/ interview/ assessment |

**Applicants with a disability who meet the minimum criteria will be offered an interview in every circumstance**.

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