Job Description and Person Specification

Senior Support Worker

**Role Description**

Apply your knowledge of social care practice to ensure the provision of a personalised, innovative, best value, high quality, inspiring and socially inclusive service; Delivery of support as agreed in support plans for areas such as tenancy support, housing management support (if appropriate), health needs, personal development, emotional issues and inclusion that positively impacts the people your support’s health and wellbeing;

Be accountable for the delivery of the content of all support and its administration including, personal care, tenancy support, health needs, housing management (if appropriate), personal development, emotional issues and inclusion; Contribute to and implement support plans that have been determined by the person receiving support or their chosen advocate; Enable the fulfilment of the people your support’s goals and aspirations; Actively and positively respond to the changing needs of people receiving support. Commit to the development of your learning and practice to a high level of expertise in your specialist area.

**Job Description**

**Service Delivery**

* Manage support plans, lead or contribute to regular support reviews of support goals, goal updates, protocols, guidelines, risk assessments and ensure the delivery of personalised support as described in the plans
* Record planned support and delivery using language; whether written or electronic that is clear, official, respectful, appropriate and professional;
* If appropriate, undertake the delivery of all eligible services as defined by the Housing Benefit Service Charge;
* Act as a keyworker for the people you support;
* Participate in the service’s referral, interviewing and selection procedures;
* Provide mutually agreed personalised support to allow the people you support to live their lives to their full potential by promoting choice, independence and personal rights;
* Ensure all work undertaken is based on the assessment of the risk to the people you are providing support to, colleagues and yourself;
* Assist the people you provide support to, to access educational, occupational, housing and recreational opportunities;
* Enable or assist the people you support to effectively manage their home environment;
* Prompt or assist people you support with taking medication, following dosage instructions already prescribed and recording procedures;
* Recognise change as an integral part of the delivery of support and personal care and implement thoughtfully;
* Actively promote health awareness and healthy living and facilitate positive lifestyle choices, preserve rights and ensure personalised communication is used for the people you support;
* Ensure personalised communication is used with all people you support;
* Ensure that all relevant information relating to the responsibilities of the role is communicated appropriately;
* Ensure that the principles of confidentiality are integrated into all aspects of support delivery;
* Preserve the rights of the people you support;
* Meet the aims and objectives of the Service;
* Undertake any other task identified as being necessary to fulfil contract requirements or the requirements of an individual support or care package.

**Accountability for Support Delivery**

* All support you provide must be administratively accounted for timeously and accurately including direct support, indirect support, group work, cancelled support, travel, third party notes and telephone calls;
* All support delivery administration that the people you line manage are responsible for must be regularly reviewed by you to ensure they are following procedure and protocol.

**Involvement and Integration**

* Support people who you provide support to, to play an active role in the overview, development, and evaluation of the Service and Care Support Scotland;
* Access internal and external personal development opportunities for the people you provide support to e.g. peer support volunteering and paid work, training opportunities (delivering and attending), creative arts and health and wellbeing event

**Joint Working**

* Participate as a member of the service team by appropriately sharing information and attending meetings;
* Contribute to relevant meetings within the wider organisation as required;
* Facilitate families, friends and advocates influence on the way the person we support’s service is delivered as defined by regular reviews.

**Staff Management**

* Take on the role of shift leader in the absence of the Team Leader or the Service Manager;
* Provide appropriate development opportunities for the people you line manage through the provision of supervision and appraisal.

**Diversity**

* Represent and protect diversity through valuing everyone’s contribution, by integrating diversity into all that you do and promoting its core values.

**Self-Management**

* Use your own initiative to manage time effectively, keeping all work up-to-date and prioritising to ensure that the most urgent is dealt with first;
* Make full and appropriate use (adhere to policy and procedure) of any electronic devices that you have been allocated;
* Create a positive image of cooperation, respect and goodwill in every aspect of your work;
* Recognise that you are always accountable and responsible in your role;
* Abide by the National Care Standards and Scottish Social Services Council’s codes of practice in all work undertaken;
* Undertake ‘Continual Professional Development’ through taking personal responsibility for your self-development, lifelong learning and management of your CPD evidence folder ensuring you meet SSSC registration standards. This will be supported by line managers and the SVQ Centre Coordinator;
* Record information as required by Care Support Scotland policies, procedures, guidelines and protocols;
* Adhere to Care Support Scotland and Service specific guidelines and protocols;
* Be aware of current Health and Safety policies and take responsibility for your own safety, and that of others who may be affected by any act or omission on your part;
* Apply Care Support Scotland values (Respect, Compassion, Thrive) to all aspects of your work;
* Undertake such additional duties, as directed by your line manager or other staff if appropriate, as would reasonably be expected of someone at this grade. These duties may be undertaken at the post holder’s principal place of work, or at any other relevant office;

This job description is not an exhaustive list of tasks.

**Please note:**

It is Care Support Scotland’s policy to encourage the personal development of staff. Care Support Scotland will support staff in line with the requirements of the job and the responsibilities of Care Support Scotland.

You will attend statutorily required training and have access to training appropriate to the specialist requirements of the role and your personal development.

You will receive regular and responsive social care supervision from your line manager.

Person Specification

**Essential qualifications:**

* A practice qualification (at least SCQF level 6 or above) recognised by the SSSC, in the category of support workers in a Housing Support Service / Care at Home service

**Desirable qualifications:**

* A practice qualification (at least SCQF level 7 or above) recognised by the SSSC, in the category of supervisors in a Housing Support Service / Care at Home service, or willingness to work towards this.
* A qualification (SCQF level 10 or above) in a relevant field, for example, social work, social care, nursing, or leadership and management.
* A Positive Behaviour Support, or Trauma Informed Practice qualification or accreditation.

**Essential knowledge and experience:**

* Previous experience as a worker within adult social care (any field)
* Demonstrable knowledge of social care practice, and the ability to role model best practice to staff
* Understanding of the Care Inspectorate and its purpose
* Understanding of the SSSC and its purpose
* Experience of using Microsoft applications.
* Strong ICT skills and previous experience of writing reports, case notes and care plans to a high level.
* Ability to learn cloud-based applications.
* Ability to read, speak and write in English at CEFR level B1 or higher.
* Commitment to the values and mission of Care Support Scotland, and to promoting equality, diversity and inclusion

**Desirable knowledge and experience:**

* Previous social care practitioner (skilled worker) experience,
* Previous supervisory experience
* Previous specialist training experience directly related to the role.