

## NEW PROSPECTS ASSOCIATION LIMITED

### Job Description

**Job Title:** Senior Support Worker  
**Responsible to:** Support Manager

**Responsible for:** **Assisting the Support Manager to ensure that the people we support get high quality support designed around their own needs and wishes. Assisting the Support Manager with the supervision, monitoring and day-to-day management of all staff. Contributing to the monitoring and quality assurance of the support provided. Communicating on a day-to-day basis with people we support, their families and others involved in each individual's care and support.**

### Principal Duties

- Ensure that the support team are competent and focused, and are able to fulfil the needs of the people we support
- Assist the Support Manager to assess the people we support and agree their needs. Produce support plans as needed after the assessment is completed.
- Adhere to and ensure that all the Association's policies and procedures are being carried out.
- Contribute to the induction of new staff, ensuring all standards are met.
- Contribute to the development of the team and individuals, carrying out regular supervision and identifying training needs. To be part of the recruitment process as required by the Support Manager
- Contribute at team meetings
- Provide on call support as part of a rota
- Act up in the absence of the Support Manager
- Support the management of efficient use of physical and financial resources, in accordance with the Association's policies and procedures
- Contribute to the development, provision and review of Person Centred Support Plans
- Take appropriate steps to protect and safeguard verbal, written and electronically stored information, within the job holder's control and ensure that such information is available to (only) authorised users on request.
- Be responsible for the production (with assistance from Support Manager if required) for the rota ensuring it meets the needs of the people we support.
- Produce Payroll information for the staff team on a weekly basis
- Ensure all Health & Safety requirements are met.
- Carry out any duties set out by Support Manager to enable the smooth running of the service for the people we support.
- Demonstrate and set high standards of personal and professional behaviour and act as a role model for other staff.
- Ensure the maintenance of appropriate and positive attitudes and values within the service.
- Work with a range of client groups and needs as required i.e. children, adults, and older people.

## Care

- Promote each person's physical, emotional and spiritual needs, ensuring that they are met
- Work closely with the people we support and their families and others involved in their lives. Learn from experience and continually improve your own performance and that of the staff team
- Ensure each person is able to make informed choices and rights are upheld – promote self advocacy
- Support each person in their daily activities, according to their preferences; escort and support people with appointments
- Contribute to the protection of individuals from abuse and ensure all safeguarding procedures are followed as needed.
- Promote, monitor and maintain health, safety and security of the individual and staff, according to the Association's procedures and guidelines
- Provide effective records and reports in an appropriate manner to the relevant persons

## Personal Development

- Develop one's own knowledge and practice by attending statutory/relevant training
- Continue to develop skills to assist support staff in developing their underpinning knowledge and skills
- Develop all other areas identified in appraisal
- Reflect on your work and seek feedback from others
- Be prepared to act up to a more senior role if needed

## Behaviour

- **Act with integrity and honesty at all times**
- **Be approachable and supportive of colleagues**
- **Be willing to share knowledge and experience**
- **Work well with others and builds rapport**

**THIS JOB DESCRIPTION IS NOT INTENDED TO BE AN EXHAUSTIVE LIST OF DUTIES AND RESPONSIBILITIES BUT GIVES AN INDICATION OF THE MAIN AREAS OF ACTIVITY AND INVOLVEMENT**

**NEW PROSPECTS ASSOCIATION LIMITED**

**Personal Specification**

**Job Title:** Senior Support Worker

	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>NVQ Level 2 – Promoting Independence (prepared to undertake training)</li> </ul>	<ul style="list-style-type: none"> <li>Good demonstrable education standards,</li> <li>NVQ Level 3 or equivalent</li> <li>NVQ Team Leading Level 2</li> </ul>	Interview References Application form
<b>Key Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Experience of working with people with a learning disability</li> <li>Contribute to the development and effectiveness of the team</li> <li>Support the efficient use of resources</li> <li>Contribute to the development of teams and individuals</li> <li>Excellent written and verbal communication skills</li> <li>Contribute to developing cultures and strategies in which people are respected and valued as individuals</li> <li>Contribute to the planning and evaluation of support plans, risk assessments etc</li> <li>Ability to use IT. effectively</li> <li>Building relationships with internal and external stakeholders</li> </ul>	Supervisory or leadership experience	Interview References Application form
<b>Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>An understanding of people civil and human rights</li> <li>Equal opportunities</li> <li>Legislation – policy and good practice</li> <li>Effective methods of communication and establishing relationships</li> <li>Health and safety at work and security in the workplace</li> <li>The protection of individuals from abuse</li> </ul>	Knowledge of dementia care, positive behavioural support, positive risk taking and other specialist approaches	Interview References Application form

	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Good team worker</li> <li>• Information handling</li> <li>• Time management</li> <li>• Continuous self-development in care practice and supervision and commitment to improvement</li> <li>• Involving and motivating others</li> <li>• Good role model to other staff</li> <li>• Highly motivated</li> <li>• Flexibility</li> <li>• Creative thinker</li> </ul>	Driver	