

Job Description

Senior Support Worker



Scottish Charity Number: SC026190 Company Limited by Guarantee: SC221947
Care Inspectorate Registration: CS2015343664

Job Title:	Senior Support Worker
Responsible to:	Project Manager
Job Purpose Summary:	To contribute towards the successful delivery of support services that are in alignment with Project Polices, Health & Social Care Standards and Codes of Practice.
Job Details:	£26,028 per annum 35 days annual leave (inclusive of public holidays) 9am – 4.15pm Monday to Friday (Friday finish 3.30pm)

MAIN RESPONSIBILITIES:

- To **promote and safeguard the rights and wellbeing** of individuals who attend project services.
 - To **oversee and monitor the daily provision of day care** to ensure consistent high standards in line with legislative, regulatory and statutory requirements.
 - Participate in the **delivery of day care two days a week** encompassing all duties undertaken by Support Workers e.g. deliver activities, administer medications, provide personal care etc. Provide cover for Support Workers during periods of annual leave, illness, training etc.
 - Provide daily **support to Support Workers and volunteers** offering guidance, service specific updates, effective channels of communication, opportunities for contribution and motivational support.
 - Review and develop service users' **personal plans**, ensuring agreed outcomes are relevant and person centred. Oversee the development and completion of **reviews and meetings** providing support to Support Workers.
 - Produce and evaluate a **programme of activities** ensuring focus is given to the promotion of independence and the physical, intellectual and social needs of service users.
 - Be responsible for maintaining **volunteer resources**, to include recruitment, induction, training, recognition and record keeping.
 - Receive, review and process day service **referrals**; prioritise service allocation in accordance with agreed capacity levels.
 - Review service **occupancy levels** and apply measures to maintain occupancy in accordance with CEC guidelines; produce monthly occupancy analysis.
 - Maintain oversight of the Project **social media** page. Liaise with IT Support when necessary.
 - Responsible for the successful planning and delivery of the fortnightly **Tea Time Club**.
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OVERARCHING VALUES:

The following overarching values will be embedded into all that the Senior Support Worker does when providing services:

Respect

See people using services as the experts in their own lives, with opinions, knowledge and experiences; value the contribution of others.

Collaboration

Understand that you achieve improved outcomes through people working in partnership.

Participation and dignity

Promote the rights of individuals to play an active part in their community, as much as they want to and respect their choices of how they wish to lead their lives.

Empowerment

Make sure that people who use services recognise and use their strengths and are able to make informed decisions.

DUTIES:

Service Delivery and Development:

- Assume overall responsibility for the receipt, review and timely administration of referral documentation in accordance with statutory and project requirements. Ensure referral allocation is in line with service criteria, capacity and the needs of the individual.
- Oversee the planning and completion of introductory visits, creation of attendance records and personal plans. Produce a monthly analysis for the Project Manager detailing referral activity and outcomes.
- Ensure occupancy is maximised at all times by proactively identifying additional opportunities for existing service users. Produce a monthly occupancy analysis for the Project Manager highlighting areas of concern regarding capacity.
- Ensure that personal plans are well maintained, reflective of personalisation and underpinned by the principles of the Health & Social Care Standards.
- Design and implement meaningful member reviews and be responsible for ensuring that all reviews (4 weekly, 6 monthly and service user meetings) are conducted within agreed timescales, appropriately recorded and serve to promote person centred care.
- Produce a varied programme of activities taking into consideration the interests and competencies of service users. Incorporate therapies such as CST, Talking Mats, Playlists for Life etc. on a regular basis. Keep abreast of new and innovative ideas and be creative in adapting these into day care. Make best use of internal and external resources and actively source new opportunities. Ensure activity costs do not exceed budgeted amounts.
- Develop and implement processes that evaluate the effectiveness of the Club. Actively seek the views of service users and evidence how these shape the development of the Club.
- Ensure all routine records, paperwork and checks are accurately completed and maintained by Support Workers.
- Oversee the effective delivery of the Teatime Club (twice a month) and in consultation with the Project Manager promote the club within the local community. Plan, produce and circulate a mixed programme of activities, which involves researching, sourcing and booking entertainers. Organise the attendance, transport and catering completing all necessary paperwork and liaise with suppliers.
- Produce staff rotas taking into account absences due to annual leave or training. Ensure the provision of appropriate staffing ratios in the Club.

- Resolve any daily problems that may arise concerning the provision of lunches and transport, liaising with suppliers as necessary.
- To be responsible for undertaking health and safety checks (monthly), to include fire safety (weekly), in line with policy guidelines and advise the Project Manager of required actions or concerns.

Staff Support:

- Provide daily support to Support Workers and be actively involved in the recruitment and induction of new employees.
- Liaise with Support Workers regarding training requirements and achievements. Identify training and development opportunities.
- Organise and deliver regular day care meetings with Support Workers to share information, provide support and encourage participation and contribution.
- Deliver quarterly supervision to Support Workers ensuring a participative and supportive experience.
- Support staff in responding to complex or sensitive circumstances involving members, carers or volunteers.
- Lead by example by demonstrating a high standard of good practice and values to Support Workers.

Volunteers

- Review and update project policies pertaining to volunteering keeping abreast of changing legislation, best practice and project requirements.
- Identify volunteer opportunities and in consultation with the Project Manager organise recruitment and induction ensuring all records, paperwork and checks are obtained and stored in line with project policies.
- Identify, organise and record any training or development needs and acknowledge achievements.
- Utilise volunteer resources to the benefit of day care whilst contributing to a positive experience for volunteers
- Provide updates to volunteers pertaining to day care and when advised by the Project Manager.
- Identify and implement an appropriate process/system by which volunteers receive recognition for their contribution.
- Identify and work towards the Project securing appropriate volunteering standard awards.

General

- Develop and maintain good communications with health and social care professionals, NW service providers, families and key workers.
- Undertake training and development initiatives as required.
- Adhere to all policies in relation to health and safety and assist with the production and execution of risk assessments within the workplace.
- To always act in accordance with the policies and procedures of the Corstorphine Dementia Project.
- To promote the safeguarding and welfare of service users by adopting the principles of, and if necessary, taking action as stated in the Project's Adult Support & Protection Policy.
- Any other duties which may be required which are consistent with the duties and responsibilities of the post.

This job description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed.

PERSON SPECIFICATION:

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in a care / support related environment. • Providing support to other staff 	<ul style="list-style-type: none"> • Working directly with older people • Working with personal care plans • Working using a person-centred approach • Delivering activities
<p>Personal Qualities</p> <ul style="list-style-type: none"> • Genuine motivation to care for vulnerable adults supporting them with compassion, respect and dignity. • Ability to nurture and form relationships and understand the dynamics of these relationships in the workplace. • Interested in people with a desire to promote their wellbeing, rights and independence. • Friendly disposition and able to engage with others around you with confidence. • Nonjudgmental, possess an attitude of acceptance (respecting other's feelings, values and experiences) 	
<p>Qualifications / Accredited Training</p> <ul style="list-style-type: none"> • Commitment to undertake training in accordance with regulatory requirements as defined by the Care Inspectorate and the Scottish Social Services Council. 	<ul style="list-style-type: none"> • SVQ3 Adult Health & Social Care or equivalent
<p>Competencies / Qualities</p> <ul style="list-style-type: none"> • Motivation to work with people experiencing care. • Ability to form and maintain appropriate relationships including personal boundaries with people you care for and support. • Ability to assist people to claim and uphold their rights. • Able to communicate confidently and effectively with users / relatives / students / colleagues in group and one to one settings. • Be an adept listener and understand the importance of allowing users the opportunity to express themselves. • Confident, well organised and the ability to prioritise workloads. • Confident using Microsoft Office, Microsoft Outlook and social media. • Ability to observe, record and when appropriate share information in the context of service user care. • Confident making independent decisions when circumstances warrant such actions. • Ability to demonstrate good judgment, problem solving and decision-making skills. • Be able to meet the physical demands of setting up / clearing away day care furniture, equipment and supplies and supporting users in accordance with the Projects' Moving & Handling policies • Ability to deal tactfully and respectfully with users, carers, employees, volunteers, health professionals and members of the public. 	
<p>Knowledge</p> <ul style="list-style-type: none"> • Understand the dynamics of working in a small team as well as being comfortable to work independently using your own initiative. • An understanding of the Health & Social Care Standards, my support, my life. 	<ul style="list-style-type: none"> • To understand and show interest in the complexities of dementia and the impact it has to those affected.

Other <ul style="list-style-type: none">• To maintain personal and professional development in order to meet the changing demands of the job role.• Work in a way which is non-discriminatory and respects the rights and choices of others.• Acquire suitable Disclosures to work with protected adults.	
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Completed applications should be emailed to recruitment@cdp-edinburgh.org.uk or posted to:

**Corstorphine Dementia Project
c/o Carrick Knowe Church
118-132 Saughton Road North
Edinburgh, EH12 7DR**

Please note we do not accept CVs.

Closing date: Monday 8th July by 9am