

**Senior Care Worker – Job Description & Person Specification**

**Job Purpose**

To ensure that the people we support receive the highest standard of outcome-based care whilst promoting the individuals’ wellbeing. To do this with sensitivity to preserve the dignity, privacy, choice, independence, fulfilment and rights of the people we support. To support Team Lead(s) to effectively manage and monitor the staff team in its entirety. To give the people we support the strongest voice with regards to decision making and lifestyle choices

Function:	<b>Care/Support</b>
Location:	<b>Field based</b>
Reports to:	<b>Team Leader</b>
Line Manager to:	<b>Registered Manager</b>
DBS check required:	<b>Enhanced</b>

**Accountabilities**

**1 Delivering the highest standard of quality care to all people we support**

- 1.1 Responsible for ensuring that that all care delivered by staff team is delivered in line with current procedures, and all relevant and current professional codes of practice
- 1.2 To support Team Lead(s) to organise, attend and conduct customer reviews to refresh and update the relevant documentation as appropriate, in line with Company procedure
- 1.3 To ensure that all Safeguarding, Protection of the Person, and Adult/Child Protection requirements are adhered to
- 1.4 To support Team Lead(s) to effectively communicating any changes to provision of care, policy or procedure, to the team
- 1.5 Work flexibly and responsively as necessary to meet pressing service requirements, including urgent service referrals
- 1.6 Adhere strictly to the Company’s information governance policies & procedures, protecting confidential information at all times
- 1.7 Promote anti-discriminatory practice
- 1.8 Encourage and assist the people we support to achieve optimum independence (in both the short and long term as appropriate)

**2. Managing the company and its performance**

- 2.1 To participate in the growth and development of the Company promoting sales and marketing opportunities, where appropriate to role & context of environment
- 2.2 To support Team Lead(s) and staff team in ensuring that all administrative systems are factual and accurate, and that all electronic and manual records are up to date
- 2.3

- 2.4 To ensure that Health and Safety legislation is adhered to at all times and any concerns are dealt with appropriately or escalated as per Company procedure
- 2.5 To take part in the Company's On-Call rota to offer advice & guidance, provide cover and deliver care as required when visits cannot be assigned, and during on-call hours
- 2.6 To support the Care Coordinator and Team Lead(s) to arrange cover for any unassigned calls

### **3. Managing employees and their performance**

- 3.1 To support Team Lead(s) to undertake regular spot checks on Care Workers as per Company procedure, taking any appropriate immediate action where required, and/or signposting any issues that may arise to the relevant person(s)
- 3.2 To support new members of staff through shadowing duties during induction
- 3.3 To be responsible for introducing and briefing care workers to the people we support and colleagues, ensuring effective communication and supporting continuity of care

### **4. Managing stakeholders and their requirements**

- 4.1 To build good working relationships with Local Authorities, Agencies and peer groups to support the development of the Company
- 4.2 To support Team Lead(s) to undertake regular face-to-face or telephone reviews as per Company procedure, with the people we support
- 4.3 To support Team Lead(s) in being the point of contact for social workers and be present at all reviews where required

### **5. Occasionally, you may be required to**

- 5.1 Undertake other duties as requested by the Team Lead(s) and/or Care Manager

**Person Specification**

The Role Holder will be a person centred individual and have an ‘enabler’ attitude, with a passion for developing their team and the Company overall and delivering the highest standard of care & support. With strong communication skills, the Role Holder will be able to demonstrate their ability to motivate, influence and negotiate, whilst being able to show a high level of initiative and empathy when working with the people we support. To be able to communicate at all levels effectively and to be able to recognise changes in the needs or circumstances of the people we support. The Role Holder will be based in the field, travelling within a community setting and have flexibility and reliability.

Essential Skills	Desired Skills
<ul style="list-style-type: none"> <li>• Understanding of principles of care</li> <li>• Wealth of experience of service provision within health and social care sector</li> <li>• Experience of working with adults &amp; children</li> <li>• Working knowledge of regulatory bodies and required standards for compliancy</li> <li>• Good standard of education with good literacy and numeracy skills</li> <li>• Excellent communication &amp; interpersonal skills</li> <li>• Professional manner</li> <li>• Empathetic &amp; Patient</li> <li>• Ability to plan effectively</li> <li>• Proven ability to thrive in a complex and high-pressure environment</li> <li>• Ability to problem-solve, being innovative and resourceful</li> <li>• Relevant Level 3 qualification in health &amp; social care (Adults or Children), or working towards</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of domiciliary service provision</li> <li>• Experience of supervising a staff team</li> <li>• Leadership skills</li> <li>• Experience working with individuals with learning difficulties and physical disabilities</li> <li>• Willingness to self-develop</li> <li>• Strong decision-making and analytical skills</li> <li>• Working knowledge of Mental Health &amp; Learning Disabilities Frameworks</li> <li>• <b>Full UK Driving Licence</b></li> <li>• Proven knowledge of multi-agency working</li> </ul>