

**JOB TITLE:** Senior Support Worker (including Waking Night)  
**GRADE:** H5-H6  
**REPORTS TO:** Relevant Senior  
**TEAM:** Supported Living & Residential Services  
**DEPARTMENT:** Adult Care Services

## **Purpose of the Job**

To enable adults with disabilities to enjoy a fulfilling life, undertaking everyday activities and accessing the local community.

To support service users including people with complex emotional and physical needs to maximise and maintain their independence through the development and implementation of support plans.

## **Main Areas of Responsibility**

### **H5 & H6**

- To develop and implement individual and detailed service user support plans, risk assessments and guidelines, linking with other relevant parties, including liaison with families, health professionals, social workers and other agencies.
- Assist/ carry out Mental Capacity assessments and Best Interest decisions
- To take part in the induction and assessing of new staff in the probationary periods and direct and supervise their work.
- To be the Duty Officer when required.
- Act as link worker to named individuals.
- To ensure appropriate support is provided on a day to day basis to service users in line with their support plans
- To organise and chair individual review meetings, ensuring information is available from all relevant sources, e.g. service user, family, colleagues, and other agencies, in order to identify achievement of outcomes for the service users and agree any changes to the support plan.
- To promote good practice and provide formal supervision in line with the Performance Management and Development Scheme to nominated staff and give day to day guidance to any junior staff
- To undertake medication duties, including administration and recording, and where appropriate supervise junior staff in this task

- To implement and adhere to all relevant HCC/ACS/CQC legislation, policies, guidelines and procedures and actively participate in improving the quality of service experienced by the people we support e.g. auditing.
- To assess for risk and deal with emergency situations as necessary and report to senior staff in line with the unit and departmental reporting policy
- To maintain good communication and written records (some of which are computerised). To ensure that all service users records are kept in line with departmental policy
- To report any allegation of abuse or concern regarding service users to the manager or senior manager for prompt investigation.
- To build professional relationships with service users, family carers and other agencies and will listen to and understand the needs, aspirations and rights of disabled adults. This will include encouraging service users to be independent in their daily living activities and to take part in social and recreational activities.
- To be comfortable in assisting service users with their personal care. (As described across H2-4)
- To be responsible for co-ordination of service users finances/handling money in line with support plans
- To act as a shift co-ordinator and take specific responsibility for a delegated area of work as defined by the service Manager (e.g. Fire Officer, Health & Safety representative) See H4
- To work flexible hours to meet the needs of the people in the service which will mean working shifts, weekends, Bank Holidays and undertaking sleep-in duties where required.

## **H6 Only**

- Deputise for the service in the absence of management staff, reporting concerns and dealing with emergency situations in conjunction with other relevant agencies.
- Developing and implementing local policies as required.
- Take on specific responsibilities as required by management
- You will need to hold an RQF level 2 qualification or equivalent in Care.
- If you do not already have your Level 3 RQF qualification (or equivalent) in Care we would encourage and support you to achieve this qualification.
- If you do not already have the Care Certificate you will be willing to undertake the training to achieve this.

## **All Staff Must:**

- Follow all County Council/Adult Care Services and local guidelines, written procedures and actively participate in improving the quality of service experienced by the people we support.
- Abide by the Skills for Care Code of Conduct for social care workers as stated by the General Social Care Council as this forms part of your employment contract.
- Work within a framework of clear Health and Safety requirements and practice

- Undertake mandatory training including refresher training within the prescribed timescales.
- Work flexibly across In House services within a reasonable distance of your usual work base.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

## **Person Specification**

**Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.**

**You will be expected to address each point separately and in the order listed.**

**If you do not complete a full supporting statement in the requested format, your application may be rejected.**

Ability to support people with behaviours that can be challenging

To maintain confidentiality at all times

Ability to listen and understand the needs of disabled adults and be able to

communicate clearly with individuals who have differing levels of understanding

To work shifts as necessary including weekends, evenings and nights depending on your role and grade. Our services operate 24hrs, 365 days a year

Ability to work flexibly to meet the needs of the people we support. This may include working in different locations and with individuals in the community

**In addition, post holders will be expected to demonstrate the following, based on what the people we support have told us are important to them:**

- Staff who are dependable, reliable and show respect for privacy and dignity
- Staff who listen and are patient and can help people feel better or happier when they are ill or sad
- Staff who can be trusted and maintain confidentiality
- Staff who will do their best to help someone get what they need or help them complain if they've been treated badly
- Staff who say sorry when they get things wrong

## **Criminal Background Check**

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to

enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

## **Diversity and Inclusion**

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability)