

Role Profile

Part A - Grade & Structure Information

Job Family Code	6PCS	Role Title	Senior Support Worker
Grade	PS6	Reports to (role title)	Assistant Team Manager
		Directorate	Health, Wellbeing and Adult Social Care
JE Band	192-227	Service	Service Delivery
		Team	
		Date Role Profile was created	Mar-21

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To support both the Management Team and the staff team with the delivery of a high quality, efficient and cost effective service.</p> <p>To assist the management team with the delivery of a front line care service seven days a week, 24 hrs a day including bank holidays and evenings. To ensure high quality care is delivered in compliance with the standards set by statutory regulation and local stakeholders.</p> <p>To manage the service delivery and day to day operations of a staff team within a discrete unit or house providing guidance and supervision to team members and to assume responsibility for the whole establishment in the absence of the Management Team.</p> <p>The role holder will act as key worker for identified individuals, including those with learning disabilities who may also have additional physical or sensory disabilities or mental health related support needs.</p> <p>They will undertake assessments, implement support plans, maintain records, take the lead in supporting identified key individuals in yearly reviews, develop individual programmes and support individuals with everyday issues such as personal care and the administration of medication.</p> <p>The role holder will ensure that annual assessments are carried out for all individuals and that care is delivered in line with their support plan, emphasising choice, dignity and independence.</p> <p>They will assist with the systematic review of the quality of care provided within the service to ensure that a constant cycle of improvement is maintained and learning from events is appropriately shared and implemented.</p> <p>They will also ensure that people who use the services are supported to make use of a wide range of professional agencies and community facilities, thereby maximising community integration and participation under the overall supervision of the management team.</p> <p>The role holder will support the management team in the day to day management of the service, including operational human resource issues and supervision of staff.</p> <p>They will display and promote the values and behaviours expected in the delivery of a high quality person centred service and adhere to the Service Delivery Code of Practice. With the support of the Assistant Team Manager they will provide leadership to ensure that the service offers dignity and respect and considers issues of ethnicity and cultural matters for individuals at all times.</p>
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<p>Work Context</p>	<p>This role is based in Service Delivery in the Health, Wellbeing and Adult Social Care Directorate. The Directorate provides services to people with a range of care and support needs across Surrey.</p> <p>Service Delivery provides direct care services to individuals in their own homes and in-house residential establishments across the county. The service is registered with and regulated by the Care Quality Commission (CQC) and works in accordance with good practice guidance and standards.</p> <p>Promoting independence, choice and control is at the heart of this post. The role holder will work in a person centred way proactively seeking to empower people and maximising their potential for independence in compliance with legislation and CQC standards.</p>
<p>Line management responsibility if applicable</p>	<p>Line management of up to 10 staff.</p>
<p>Budget responsibility if applicable</p>	<p>Indirect influence for a devolved budget.</p>
<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Conduct standard assessments of service users' circumstances and issues, recommending onward referrals, to ensure protection of vulnerable individuals. <p>Case Management</p> <ul style="list-style-type: none"> • Manage straightforward cases in specified service area as allocated by senior colleagues, working within guidelines and procedures, and record service user progress. • Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan, organise and supervise allocated activities within procedural and regulatory framework. Typically deal with multiple cases and/or groups at one time. • Assist in development and project work, and working with other staff to provide information and feedback. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. <p>Work with others</p> <ul style="list-style-type: none"> • Build effective relationships internally and externally on day-to-day service issues. • Liaise with carers, relatives, colleagues and other agencies to ensure good communications and service to users. <p>People Management</p> <ul style="list-style-type: none"> • Assist in the induction of new staff and by sharing expertise and knowledge within the team. • May oversee and guide more junior staff. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Vocational Qualifications Level 2/3 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to present options and choices and support others to come to their own conclusions • Numeracy skills and the ability to understand and explain basic cost information. • Good written and oral communication skills with the ability to build relationships with a range of stakeholders. • Competent in a range of IT tools including databases and MS Office. • Ability to explain processes and concepts in simple terms and produce simple reports, and to build and maintain effective relationships with a range of people. • Able to plan and prioritise own work in the context of conflicting priorities. • Ability to work effectively and flexibly as part of a team • Ability to guide and support less experienced or more junior colleagues. • Experience of working with the user group. • Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Commitment to undertake a Diploma in Management of Care or a relevant qualification. • Contemporary knowledge base of relevant legislation and standards in relation to the service. • Understanding of the needs and aspirations of adults with learning disabilities who may also have additional physical or sensory disabilities or mental health related support needs. • Commitment to ensure that people are treated with compassion, kindness, dignity and respect. • Effective written and verbal communication skills including the ability to present information and write clear reports. • Ability to work on own initiative, responding flexibly to changing priorities and maintaining accuracy and attention to detail. • Ability to organise workload to respond accurately and effectively to conflicting priorities, determine priorities and respond in accordance with agreed procedures and deadlines. • Experience of building positive relationships and networks with others. • Sound abilities and understanding of risk assessment and risk management. • Understanding of how to nurture and coach staff through constant structural and procedural change.

- Ability to communicate with people with physical, cognitive or learning disabilities and have effective negotiation and influencing skills and good oral communication skills appropriate to any situation.
- A commitment to working in partnership and collaboration with colleagues.
- Understanding of and commitment to equal opportunities and diversity.
- Ability to work within the Surrey Multi Agency Safeguarding Procedures and internal Safeguarding Procedures.
- Significant experience within a social services, residential or health setting.
- Willingness and ability to work and travel across the county potentially on a daily basis to meet the service demands and/or to attend training.
- Willing to work within a rota providing front line care service seven days a week, 24 hrs a day including bank holidays and evenings.
- Ability to respond and support as directed to declared civil emergencies as they occur.
- Commitment to continued professional and personal development and to undertake the essential training requirements for the role.
- Satisfactory clearance of Enhanced Disclosure and Barring Service (DBS) check for regulated activity.

Role Summary

Roles at this level provide a practical front line support service helping with advice and guidance and managing a less complex caseload, or providing frontline support to service users and their families/carers. They work as necessary with community, professional groups and local organisations to ensure provision of advice and support to service users, using analysis and judgement to apply knowledge of systems, procedures and good practice. They will need to be able to work independently, as well as part of a team, and will work under the supervision and guidance of more senior staff. They will set their own priorities within short, e.g. day-to-day or week-to-week timescales. They may be involved in guiding the work of less experienced or more junior staff.