


JOB DESCRIPTION <div data-bbox="1012 126 1245 223">  </div>	
JOB TITLE: Senior Support Worker	REPORTS TO: Manager
DEPARTMENT: Housing and Care Services	
DATE: September 2024	REVIEW DATE: September 2025
ROLE PURPOSE: To work within a team to develop and deliver personalised support and care services to vulnerable adults, in a way that respects the dignity of the individual and promotes independence.	
Key Area	Key Activities
<u>Support and Care</u>	<ul style="list-style-type: none"> • Assist in the development, implementation and review of support and care plans taking account of the views of tenants, their families and significant others. • Assist tenants to participate in agreed programmes of support (domestic skills, personal hygiene skills, work skills, social and recreational skills and self-help skills) to achieve maximum independence. • Liaise with the Manager to conduct tenant reviews. • Provide support and assistance to tenants (via the key worker system) in order to maintain personal care needs. • Observe and report changes to tenant's health and behaviours. • Act as part of a team in the preparation, implementation and ongoing review of programmes of activities based on tenant's individual needs. • Plan and implement regular key-work, annual reviews and resulting action plans in conjunction with tenants. • Arrange and actively participate in tenants' activities including holidays, day trips, seasonal and fundraising events. • Work as an effective member of the team to meet the needs of tenants. • Communicate effectively with public bodies to support tenant's development. • Ensure all services are delivered in accordance with recognised standards, including RQIA, Supporting People and Apex's policies and procedures. • Support and enable good relations between tenants and the local and wider community. • Establish and maintain good working relationships with the multidisciplinary team, tenants, visitors, colleagues, relatives, other departments/all levels of management. • Provide a comprehensive handover to other team members. • Follow the Associations complaints policy on receipt of any complaint made by a tenant or on behalf of a tenant • Ensure confidentiality at all times in relation to tenants, relatives and staff (unless you believe harm may be caused to the person or another person by not doing so). • Deliver all tasks on time and to agreed quality standards.

<u>Cooking</u>	<ul style="list-style-type: none"> • Assist tenants in the planning, preparation and serving of meals and ensure the dietary requirements of individual tenants are met. • Assist in the preparation and serving of meals in accordance with Apex's internal controls.
<u>Record Keeping</u>	<ul style="list-style-type: none"> • Maintain accurate and up to date records in respect of: support/care plans, prescribed medication, scheme diary, communication book, cleaning sheets, food safety records etc. • Write accurate and timely reports as required.
<u>Drug Administration</u>	<ul style="list-style-type: none"> • Administer a range of medications within tenant protocol and within current Apex policy and document this accurately. • Order, receive (check against pharmacy order) and store prescribed medication under the supervision of the Manager and in accordance with Apex's policies and procedures. • Where appropriate, complete drug audits as per Apex Policy.
<u>Leadership</u>	<ul style="list-style-type: none"> • Participate in the induction of new colleagues • Assume responsibility for the scheme in the absence of the Manager and manage staff accordingly. • Conduct staff supervision and assist in annual appraisal process. • Ensure appropriate staffing levels • Co-ordinate workload and delegate effectively on a day to day basis. • Identify and address poor staff performance • Implement contingency plan • Provide assistance to those conducting inspections including RQIA, Supporting People, pharmacy, office representatives and the Board of Management. • Ensure a comprehensive handover is conducted • Assist in staff and tenants meetings
<u>Financial/Administration</u>	<ul style="list-style-type: none"> • Assist with financial duties to ensure financial administrative procedures and records are satisfactorily maintained and support tenants to maximise their income. This includes rent payment, petty cash, tenant's personal monies and tenant's comfort fund in line with Apex policies and procedures, with particular reference to the Fraud Policy • Assist the Manager in the ordering and purchasing of supplies required by the scheme • Assist in the gathering of information, updating of records and contribute to the review of systems or records as directed by the Manager. • Assist tenants with budgeting and financial management.
<u>Self-Development</u>	<ul style="list-style-type: none"> • Undertake and successfully complete induction programme and competency assessment within probationary period (i.e. 6 months from commencement of employment). • Undertake and successfully complete Level 3 certificate in Management • Currently registered with NISCC and maintain registration on an annual basis (annual fee and three yearly renewal). • Attend and participate in regular staff meetings to discuss and review progress and management of the scheme. • Participate in open two-way dialogue during supervision and appraisal meetings. • Attend and participate in all mandatory training including: <ul style="list-style-type: none"> - Scheme Induction - Adult Protection - MAPA - Infection Control - Manual Handling

	<ul style="list-style-type: none"> - Basic First Aid - Fire and Evacuation - COSHH - Health and Safety - Food Handling - Child Protection - Supervisory Development <ul style="list-style-type: none"> • Participate in other training and development opportunities as agreed with the Manager.
<u>Health and Safety and Risk Management</u>	<ul style="list-style-type: none"> • Assist in the development of risk assessments and implement the outcomes of risk assessments on daily duties performed. • Take personal responsibility for own safety e.g. reporting concerns. • Report and document any faults/repairs/maintenance issues. • Comply with all Health and Safety policies and procedures including serious untoward incidents and accident reporting. • Conduct health and safety audits as required.
<u>Housekeeping</u>	<ul style="list-style-type: none"> • Ensure tenants are supported to maintain cleaning and hygiene standards in the day to day running of their home. • Ensure all communal areas are kept clean and tidy. • Assist tenants in cleaning and tidying of their individual rooms • Assist tenants to carry out laundry, including the washing and ironing of bed linen and tenants clothing. • Clean tenants` aids, as required.
<u>Miscellaneous</u>	<ul style="list-style-type: none"> • Employees are expected to demonstrate commitment to the Association by ensuring regular attendance at work and efficient completion of duties. • Provide cover for scheduled annual leave, training and any other ad hoc absences. • Staff must maintain high standards of personal accountability and abide by the Association's and NISCC Code of Conduct. • Adhere to the Association's Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work • These key responsibilities are not an exhaustive list of duties, only a general guide to the post. In consultation with Apex Housing Association and the Manager the duties may change from time to time to enhance the service.