

## **HARMONI**

<b>JOB TITLE</b>	<b>Senior Support Care Worker</b>
<b>LOCATION</b>	Stricklands Care Village
<b>REPORTS TO</b>	Team Leader
<b>RESPONSIBLE FOR</b>	Delivering a high standard of personal care and / or support to tenants and supervision of the staff team.
<b>HOURS OF WORK</b>	Minimum 36hrs -48hrs p/wk Various, Monday – Sunday rota Your time will be split approximate 70% of practice hours and 30% of allocated supervisory hours
<b>ANNUAL LEAVE</b>	28 – 33 days (including Bank Holidays) pro-rata per annum (based on 36hpw)

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HARMONI is a well-established organisation which is part of the voluntary sector. We provide a range of services to enable people with disabilities to live as independently as possible and to experience choice and inclusion in society.

Our work is based on the following five key themes reflected in this Job Description:

- Continued development of skills and strategies (skills for life/strategies for life)
- Personalised approaches (how we, as staff, respond to and approach the individual who resides with us)
- Shared understanding (of the person's strengths and differences; goal planning; supporting achievement of goals)
- Power with rather than power over (how we involve our service users in decision or choice making processes)
- Recognising that each individual is an independent and valued citizen

The role of Senior Support Worker within Harmoni will be unique, varied and rewarding. It is seen as a career progression role, combining the role of Support Care Worker and that of supervising a team of staff. In practice this will consist of you completing hours providing direct support and care on shift and a proportion of protected hours as rostered to complete supervisory and administrative tasks.

### **JOB PURPOSE**

To be a key part of the supervision team of the services and staff at Stricklands Care Village by providing daily supervision of and support to the Staff Team by demonstrating a high level of integrity and professional ability.

To work your own allocated shifts with tenants as required.

In conjunction and consultation with the Team Leader ensuring that all staff have the appropriate level of information to carry out their roles and responsibilities effectively.

To develop and maintain a high level of communication within and between all members of the staff and management teams, working proactively to ensure that Harmoni delivers the highest quality of care and support to our tenants.

To ensure that everyone understands and works proactively to support the rights of Tenants to live the lives they choose as far as they are able.

To ensure the delivery of the day-to-day service requirements through the delegated authority granted by the Registered Manager.

## **ROLE EXPECTATIONS**

- Be professional and detailed in your work.
- Be approachable, fair and equitable in your dealing with all staff, tenants, visitors and management.
- Deliver the care and support required by the care plans to our tenants.
- Demonstrate respect for the values of Harmoni and the service we aspire to deliver.
- Take personal responsibility and accountability for your own actions and encourage the same from those who report to you.
- Be part of the supervision team within the care village and take pride in delivering a high-quality service.
- Ensure you and those who report to you deliver the regulatory standards required.
- Lead by example.
- Stay up to date on training needs and service developments.
- Seek out better ways to deliver the services and discuss those with the Team Leader and Registered Manager professionally.
- Empower the tenants to live their life to the fullest extent to which they aspire, by enthusiastically promoting and enabling social inclusion and activity.
- Be diligent in your administration performance. Meet deadlines and deliver against the performance indicators agreed with the Team Leader / Registered Manager.
- Be flexible, tenants are supported 24/7 and there may be the requirement for additional hours occasionally at short notice.
- Undertake 'sleep-in' duties or awake night duties as required by the establishment – occasionally at short notice.
- Undertake oncall duties as required on a rota based system as per oncall protocol.
- Be confidential where that is required.

The undernoted job description encompasses and reflects the role expectations currently identified as requirements of the post. However, as the needs of service user's change over time and legislation and regulatory influences impact on the organisation, the expectations identified within this job description may change in response to these influences.

In addition to this HARMONI strives to maintain a high standard of performance from all staff and changes may require to be implemented to reflect best practice. Alterations to the expectations that HARMONI has of staff will be discussed with the staff member and introduced in consultation with the post holder.

## **JOB DESCRIPTION**

### **LEADERSHIP AND SUPERVISION OF STAFF**

- Regularly provide supervision and Staff Support to ~~for~~ the support care team and contribute to their appraisals and probationary reviews.

- Help develop a culture which is inclusive and person-centred to meet the needs of both service users and staff which safeguards service users whilst promoting dignity, respect, equality and service user rights.
- Direct, supervise care staff throughout the shift monitoring the support and care delivered to achieve and maintain high standards.
- Provide feedback, support and advice to staff in relation to their interactions with the service users.
- Daily and weekly audits and checks of all support and care activities for your area of responsibility.
- Ensuring that Policies, Procedures, Care Plans, Support Plans, Risk and Needs Assessments etc., are being followed and where adjustments are necessary that these are discussed and implemented by all staff concerned.
- Ensure that all documentation for your area of responsibility is up to date and relevant, i.e., Daily Living Plans, Records, Risk Assessments etc.
- Support other members of the Senior Team where and when required
- Liaise with other agencies/other parts of the organisation as necessary in partnership with the Team Leader and Registered Manager.
- Actively participate in the recruitment and induction process of new staff into the organisation to enable new staff to be effective in their role.
- Bring to the attention of the Team Leader and/or Registered Manager any staffing challenges.
- Highlight any learning needs/ opportunities and identify gaps in knowledge, skills or competencies in relation to yourself and/or staff members which require improvement.
- Have daily responsibility for the health and safety of staff and tenants including the implementation of safe working practices.

## **KNOWLEDGE**

- Develop a detailed understanding of working practices, procedures, and policies relevant to role and the roles of staff within the first six months of your appointment.
- Demonstrates a continued willingness to learn and keep own knowledge up to date, ensuring staff do likewise by developing a good understanding of appropriate legislation and how changes may impact on our services.
- Maintains own professional knowledge and competence including through attending and completing training as required.

## **COMMUNICATION**

- Promote excellent open and effective oral and written communication skills with the Staff and Management Team.
- Communicates ideas and information confidently and effectively, both verbally and in writing whilst ensuring that all appropriate individuals are kept up to date with changes.
- Use appropriate language and a style of communication that is relevant to the situation and individuals being addressed and which encourages open discussion to improve the service we provide.
- Communicate all needs, instructions, and decisions clearly and concisely, checking for understanding.
- Persuade and influence others using logic and reason.

## **TENANT RESPONSIBILITY (in conjunction with Staff and Management Teams)**

- Continually monitor and evaluate the service user's needs and ensure that these are recorded and communicated effectively and accurately to the team.

- Support staff members to recognise the aspirations of service users and work towards enabling the service user to achieve their own personal life plan through person centred planning. This will include being actively involved in empowering service users to make individual choices with regard to their activities.
- Actively promote the development of each individual using a holistic approach which demonstrates an understanding of their personal, physical, emotional, spiritual and developmental needs and support the staff team to do the same.
- Empower each individual service user to be as independent as possible whilst recognising that emotional and practical support may be required to achieve this aim.
- Work toward developing an understanding of Personal Budgets and the appropriate management of income, whilst developing the support staff skills in this area. This includes the maintenance of financial record keeping which meets the needs of individual service users and HARMONI.
- Manage a supportive partnership with the service user's family/advocate and significant others which promotes excellent communication to meet the needs of the individual.
- Prepare for and attend Multi-Disciplinary Team Meetings i.e. Annual Review Meetings, and Person Centred Planning Meetings. These will be held to meet the needs of the service user and you will be expected to provide written reports when necessary.
- Actively participate in the planning of appropriate transition plans which meet the individual needs of the service user.
- Supporting Tenants to complain or raise concerns if care is inadequate or rights are not upheld.

### **STAFF RESPONSIBILITY**

- Work in a supportive and collaborative manner ~~to support~~ with other members of the staff and management team.
- Encourage appropriate behaviour and conduct by members of the staff group, which promote self-discipline and a responsible attitude to service users.
- Be proactive in your approach to your post and act as a positive role model to service users and work colleagues.
- Liaise effectively with the Team Leader and Registered Manager to ensure that the identified needs of service users and staff are met.
- Be aware of the expectations that HARMONI has of you in respect of performance and conduct.
- Support your work colleagues to ensure that the staff team develop and maintain the level of professional competence and performance expected to care for and/or support service users.

### **ORGANISATIONAL RESPONSIBILITY**

- Regular and effective communication with staff and senior teams to ensure that all issues are discussed and effective solutions are developed and implemented.
- Effective operation of the establishment is maintained in line with delegated authority.
- Maintain good relationships with families/advocates/significant other and external bodies to support a positive image of HARMONI and the work we do.
- Ensure that all members of the staff team understand and Implement HARMONI's policies and procedures and where required to bring errors and omissions to the attention of the Team Leader and/or Registered Manager.
- Ensure that the Safeguarding of Vulnerable Adults procedures are an integral part of the working practices of the establishment.
- Ensure that the safety of service users and staff is maintained at all times and be able to manage challenging and unpredictable situations which may arise.
- Ability to undertake the flexible rota systems which can be adopted to meet the needs and requirements of the individuals we support.

- Supportive of need to respect establishment budget and adhere to financial control systems within HARMONI.
- Adherence to quality systems to ensure robust systems are maintained within establishment.
- Proactively ensure that all identified outcomes are achieved within the Supported Living Service.
- Undertakes to accept the responsibility for the establishment when required and as delegated.

**Any other duties which may be required from time to time, which could also involve assisting in the organisation's other establishments.**

- Employees are also required to undertake training as prescribed by the organisation to ensure that they have or develop the skills, knowledge and capability to deal with the challenges of supporting individuals with complex disabilities.
- It is essential that the successful candidate hold a current driving licence and be eligible to be covered by the organisation's insurance.

### **EMPLOYEE SPECIFICATION – SUPPORT CARE WORKER**

#### **ESSENTIAL CRITERIA:**

- Hold, be working towards or be willing to work towards a Level 3 qualification in Health and Social Care. All candidates must still otherwise hold a minimum of Level 2 in Health and Social Care or equivalent.
- Current NISCC registration.
- Current driving licence and access to a car (consideration will be given to candidates who have a disability which otherwise prevents driving provided they can otherwise demonstrate how they can meet the mobility requirements).
- Minimum of 1 year working within a Supported Living/Disability service, delivering personal care and support to tenants.
- Completion of all relevant and mandatory training within personal care and support.
- Knowledge of adult social care and relevant legislation such as Safeguarding.
- Demonstrable experience in the following areas:
  - Co-ordinating of the completion of all tenant documentation eg. daily living plans and risk assessments etc for tenants.
  - Dealing with challenging behaviours.
  - Inducting new members of staff to procedures and safe ways of working with tenants.
  - Medication administration.
- Effective communication, administration and IT skills.
- Flexible to work Monday – Sunday on days, evenings, nights, weekends and statutory holidays as required to meet the needs of the service.

#### **DESIRABLE CRITERIA:**

- Some previous experience of formal staff supervision and induction in a previous social care-related role.
- Knowledge of Autism, Dementia and Mental Health.

SIGNED:\_\_\_\_\_

DATE:\_\_\_\_\_

PRINT NAME:\_\_\_\_\_

**NOTE**

**THIS POSITION IS SUBJECT TO AN ENHANCED WITH BARRED LIST ACCESS NI CHECK. COPIES OF THE RELEVANT POLICY ON THE RECRUITMENT OF EX-OFFENDERS AS WELL AS THE ACCESS NI CODE OF PRACTICE ARE AVAILABLE ON REQUEST. PLEASE NOTE THAT HAVING A CRIMINAL RECORD WILL NOT NECESSARILY BE A BAR TO OBTAINING A POSITION WITH HARMONI.**