

Who are we?

Positive Futures is positive about people. We transform peoples' lives every day. We support people who have a learning disability, acquired brain injury and autism.

The bottom line is this: wonderful things can and do happen when people get the right support, at the right time, from the right people.

ABOUT US AND THE ROLE



What does a Senior Support Worker do?

Put simply, your job is to support people to live the life they want.

To help you to do this, you will:

- receive a full and paid induction
- spend time getting to know the person you are supporting
- learn how best to support that person
- work as part of a dedicated team to provide support.

You will provide high quality support to people, mentor, coach and act as a strong role model for other staff in order to deliver our mission.



What team will I be working with?

You can find out about the person you will be supporting in the attached document: **'Meet us, join us'**.



POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.

Job Title	Senior Support Worker
Reports to	Deputy/Service Manager

Purpose of Role

To provide high quality support to people, and to mentor, coach and act as a strong role model for other staff in delivering high quality support in order to deliver our Mission:

“Positive Futures for people with a learning disability, acquired brain injury or autism – working together to achieve dreams and transform lives”

Main Responsibilities

Providing Person Centred Support

- Form a positive relationship with the person supported, maintaining appropriate professional boundaries with the people we support and their families.
- Provide high quality support at all times to every person we support. This means giving each person the individual support they need (as outlined in the individual’s Person Centred Portfolio and, if relevant, their Behaviour Support Plan) to live the life they want.
- Work as part of a team with other staff and volunteers to provide the right support to enable people to have a good life.
- Learn about the person and share that knowledge with others who are also supporting the person.
- Have Co-ordinator responsibility for a number of people who use the service. This includes involvement in the development, implementation and evaluation of Person Centred Portfolios.
- Have lead responsibility for co-ordinating reviews with the people we support, their families / carers and any other significant people.
- Ensure any risks that are identified during support of a person are responded to promptly and escalated in line with Positive Futures’ Risk Management Policy.
- Act as a strong role model for other staff and volunteers, promoting best practice in delivering support.

Supporting People to be Safe and Healthy

- Support people to be safe and healthy in all aspects of their lives including:
 - Maintaining their physical and emotional wellbeing
 - Looking after their homes

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- Support people to look after themselves in all aspects of personal care as needed and/or provide personal care if needed, ensuring that people are treated with dignity and respect at all times.
 - Support people to understand and protect themselves from different types of abuse.
 - Ensure every person we support is protected from abuse at all times and report any issue of concern in line with Positive Futures' Adult Safeguarding Policy.
 - Act as a strong role model at all times for other staff and volunteers in relation to the delivery of safe and effective support, including appropriate reporting and escalation of any issues of concern in line with our policies.

Supporting Independence, Social and Communication Skills

- Support people to have choice and control over all aspects of their lives.
- Support people to make decisions based upon informed choices and speak up for themselves and/or seek support from advocacy services where needed.
- Support people to understand their responsibilities in relation to decision making and lifestyle choices.
- Enable people to participate in, and contribute to, their local community as active citizens (e.g. involvement in social, leisure and community-based activities, engagement in volunteering, training and employment opportunities as relevant).
- Support people to keep in touch with important people in their lives (including friends, family, carers, advocates and any other significant people).
- Support people to plan for and go on holiday, going with them if needed.
- Act as a strong role model at all times for other staff and volunteers in relation to ensuring support promotes people's independence, self-advocacy, social and communication skills.

Supporting People to Develop and Maintain Key Skills

- Support people to understand and fulfil their responsibilities to look after their home in line with any tenancy agreements.
- Support people with domestic chores such as shopping, preparation of healthy meals, cleaning, gardening, washing clothes and ironing.
- Support people to manage their medication and finances as independently as possible.
- Support people to get any benefits they are entitled to.
- Support people to get help from the right people (e.g. their Social Worker, Doctor, Dentist etc).
- Act as a strong role model at all times for other staff and volunteers in terms of ensuring support promotes the development and maintenance of skills.

Coaching, Mentoring and Supervision of Staff

- Be involved in the induction, coaching and mentoring of staff in relation to active support, empowering the people we support to develop their independence, learn new skills, and have new experiences (including those that involve taking positive risks).
- Provide mentoring and coaching to staff in relation to managing behaviour which challenges, in line with stress and coping plans and Positive Behaviour Support Plans.
- Provide support in the use of person centred thinking tools and person centred approaches to ensure that the people we support have maximum choice and control and are supported to lead full and valued lives.
- Take responsibility as “Shift Leader” offering advice and guidance to other staff as required.
- Provide regular, good quality Person Centred Supervision to assigned staff.
- Chair and/or actively participate in meetings as required (e.g. team meetings, statutory meetings and meetings with the people we support and their families).
- Positively promote volunteering within the service, be familiar with volunteer processes and encourage volunteers in their role.
- Challenge any poor practice and report any concerns to your line manager.
- Maintain positive professional working relationships with key individuals and agencies.
- Represent the service and/or the organisation as required.

Administration and Monitoring

- Accurately and effectively maintain and store records and short reports within the service, using appropriate systems, templates and record keeping processes in relation to medication, finance, behaviours, incidents, communication, risk assessment etc.
- Use ICT systems to carry out the responsibilities of the post (e.g. Microsoft Office, HR and Finance information system, staff scheduling system).
- Have responsibility for Health & Safety checks including the escalation and coordination of maintenance and repair work, safe management and storage of medication etc.
- Report and maintain records of incidents, accidents and near misses for the people we support and staff as appropriate.
- Conduct regular checks of finance records of people supported, addressing and/or escalating any issues of concern in line with our policies and procedures.

Professional Practice

- Work in line with Positive Futures' Mission, Values and Code of Conduct and Practice.
- Maintain up to date registration with the Northern Ireland Social Care Council (NISCC) or other relevant professional body and adhere to their Standards of Conduct and Practice.
- Take part in relevant learning and development courses / activities as required, and maintain your own mandatory training as required.
- Take part in Person Centred Supervision and performance review with your line manager.
- Read, understand and follow all policies, procedures and guidance, keeping up to date with any changes and/or developments.

General

- Seek to make continuous improvements in your area of work.
- Promote and encourage the involvement of the people we support in the everyday work of our services and the wider organisation.
- Understand and respect confidentiality and maintain personal data in line with Positive Futures' policies, procedures and guidance.

There may be other duties from time to time as Positive Futures may reasonably require.

How do I apply for this job?

Complete an application form online stating how you meet the following criteria for this job in the shortlisting section of the application form. We will use this shortlisting section to decide whether to invite you to an interview.

To apply for this role, you **MUST** have:

- At least 6 months paid experience supporting people in a health and social care or community setting

To apply for this role, we would also **LIKE YOU** to have:

- Previous experience using a person centered support plan to support someone with a learning disability, acquired brain injury or autism within a health and social care or community setting
- QCF / NVQ Level 3 in Health and Social Care or equivalent* Consideration will be given to candidates who do not possess this qualification but are willing to undertake the QCF qualification within an agreed timescale. It is the applicant's responsibility to demonstrate how their qualification is equivalent

If you meet the shortlisting criteria, you will be invited to attend an interview.

To be successful at interview and ensure the people we support receive the highest quality service, you need to:

- Share our **POSITIVE** values
- Have the right skills (or competencies) needed for the job.

Our Values

“Our values” are what underpin everything we do in Positive Futures.

PEOPLE FIRST – the people we support will always be our top priority.

OPPORTUNITIES – we seek out opportunities to make life better for the people we support through the commitment and dedication of our staff and volunteers.

SPEAKING OUT – working in partnership with the people we support, we will champion their rights at every opportunity with decision makers, with government – locally, regionally and nationally – and in the media.

INNOVATION – we are a learning organisation that is always looking for new, creative and better ways to do things.

TENACIOUS – we don't give up – if it needs to be done, we believe it can and will be done.

INVOLVEMENT – the people we support and our staff will always have a say in the running of the organisation and we will celebrate with our partners and stakeholders what we achieve together.

VALUE FOR MONEY – we deliver life-long results and transform peoples' lives in a cost-effective manner.

EXCELLENCE – we will always aim to be the best we can be in supporting people to achieve their dreams and transform their lives.

Our Competencies

You need to have the following skills (competencies) to help the people we support to live the life they want.

Competencies for the role	You need to be:
Respectful and Understanding of Others	<ul style="list-style-type: none"> • Kind and work well with others, treating them with respect and dignity • Understanding of the needs of others
Effective Communication	<ul style="list-style-type: none"> • Able to communicate effectively with others, verbally and in writing
Results and Quality Focus	<ul style="list-style-type: none"> • Able to be an active, positive and co-operative member of the team • Helpful and supportive of others • Focussed on the best interests of people we support
Problem Solving and Decision Making	<ul style="list-style-type: none"> • Open minded and able to resolve difficulties • Able to make good decisions
Resilient to Change and Challenges	<ul style="list-style-type: none"> • Open to change and new developments / initiatives • Able to adapt well to new and unfamiliar situations • Resilient and cope well when challenges arise

The people we support and our staff are at the heart of all that we do.

As a valued member of staff, you can avail of our competitive salary and benefits package



Pay

FTE – 37.5 hours

1	£13.04	£25,500.00 per annum (FTE)	
2	£13.30	£26,000.00 per annum (FTE)	
3	£13.55	£26,500.00 per annum (FTE)	*Bar QCF Level 3
4	£13.81	£27,000.00 per annum (FTE)	
5	£14.06	£27,500.00 per annum (FTE)	

Holidays

28-33 days paid per holiday year (including designated holidays)

Entitlements are shown based on full time hours. These will be adjusted on a pro rata basis for part time staff.



Pension

We offer a contributory pension scheme - we pay 4% for eligible staff alongside your contribution of 5%.



Westfield Health Cash Plan

Access to valuable health and wellbeing services and which also includes discounts and rewards from hundreds of leading retailers, restaurants.



Financial Well Being

Salary Finance is our financial wellbeing provider, offering financial education including budgeting tips and tools, videos and webinars. Eligible staff will also have access to savings accounts and loans.





Mental Health, Physical Health and Emotional Well Being

Wide range of support including:

- 24 hour access to GP/Doctors line
- 24 hour access a trained counsellor where you can speak in complete confidence to trained counsellors from Westfield (an independent staff support provider).

For staff confirmed in post, they will be offered the use of a private health plan, providing access to, among other options, Optical, Dental and Physiotherapy.

See 'Training and Support' section for other ways we provide support to our staff.



Sick Pay

We offer enhanced contractual sick pay when you've completed your probation period, with your entitlement increasing with length of service.



Work / Life Balance

We offer a range of work / life balance benefits including:

- A suite of family friendly policies
- Enhanced maternity and paternity pay
- Bereavement leave
- Career breaks
- Emergency time off.



Training and Support

You will receive induction, relevant training, and regular 1:1 support meetings with your manager. We also provide opportunities for team development and, when needed, specialist training for teams.

We will support you to develop your career and, complete external and/or accredited training programmes relevant to your role.



Costs covered for NISCC registration

When you join us, we will pay your initial NISCC registration fee and, in recognition of loyalty of long serving staff, we will cover the cost of the annual NISCC registration fee for eligible staff who have completed three years' service.

