

Job Description – Senior Support Worker

Job Title: Senior Care Assistant/Support Worker

Reports To: Registered Manager and/or Owner and/or Team Leader

Contracted Hours: 35 Hours per week

- Day shift 8am-3pm, Evening shift 3pm-10pm
- Every other weekend

Tasks

- Assist the Manager/Deputy Manager and Team Leader in organising and managing the Home and its service efficiently.
- Assist with the management of the staff resources in accordance with the Company's Personnel and Health and Safety Policies.
- Undertake delegated responsibilities as directed for monitoring the quality of services delivered by staff within and from Casa Mia.
- To assist the Team Leader in the responsibility for the correct issuing of medication and the recording of same and deals with emergencies as appropriate.

Care Provision

- Ensure the personal care needs of client's are met, both by delegation of tasks and by directly undertaking as appropriate.
- Enable individuals to realise as fully as possible their potential in terms of their physical, social, emotional, intellectual, and spiritual well-being. Help clients to participate in the life of the community to the maximum of their ability ensuring appropriate levels of support are available.
- Ensure that client's dignity and self-respect are not undermined and in promoting their rights to independence, choices and privacy and recognise that responsible risk taking may be undertaken.
- Make arrangements, as directed by the Manager/Deputy Manager/Team Leader for the reception of all clients and relatives.

Services Delivery

- Responsible for the safety and security of the clients and staff at all times. Carries out procedures for the evacuation of the building, summoning appropriate personnel to deal with emergency situations and rectify faults as necessary. Ensure the manager is kept informed in emergency situations.
- Ensure that the provision of food, monies and other goods and services are supplied to the clients within the standard set out by Casa Mia. Advise the Manager /Deputy Manager of any anomalies of deficiencies and of any complaints from clients.
- Carries out Casa Mia's policy in relation to the safe handling of medicines.
- Ensures a safe environment is maintained for client's, staff, and visitors.
- Demonstrates high professional and personal standards in liaising with visitors, members of the community and other professionals.
- Always maintains residents' dignity and confidentiality.

Staff Management

- Support the Team Leader to co-ordinate the staff group in response to the needs of the clients who live in the home and those who come for day care and short stays.
- Ensure that agreed channels are used for staff expressing dissatisfaction or disagreement.
- Participates in staff training programmes as required by the Manager.
- The post holder will participate in personal supervision with the Manager/Deputy Manager to support and develop good practice, review performance's, and identify personal training needs. As recommended by the Manager, will attend appropriate training sessions, including Health & Safety, Safer People Handling and Fire Prevention.

Equality and Diversity

- To promote and always act in accordance with the company's equality and diversity policy.

The Manager may require other duties to be undertaken, as part of the services provided for the home.

Employee signature: _____

Date: _____

Manager signature: _____

Date: _____

Person Specification

Essential Criteria	Job Title: Support Worker
Education and Training	<ul style="list-style-type: none"> • Level 2 NVQ in health and social care essential.
Experience	<ul style="list-style-type: none"> • Previous experience in a support worker/care assistant role is essential.
Knowledge/Technical Skills	<ul style="list-style-type: none"> • Time management skills – responding to and prioritising a range of competing demands. • Digital skills are desirable.
Personal Skills	<ul style="list-style-type: none"> • Empathy with residents, and commitments to implementing high quality standards. • Thorough knowledge of good care practises. • Excellent communication and negotiation skills. • Patience, understanding and ability to be flexible. • Ability to cope effectively and remain calm in stressful situations. • Must be able to support the home in delivering person centred care.