

JOB DESCRIPTION

Job Title: Senior Community Support Worker
Department: Domiciliary Care
Location: Francis House – Regular travel around the Bedford area

Workplace Values

To operate in in line with the workplace values which are:

1. Innovative - *embrace new ways of working through innovation and learning from experience*
2. Caring - *show willingness to care for the other person*
3. Professionalism - *take accountability and act in a professional manner*
4. Courage - *do the right thing by being open, honest and transparent*
5. Compassion - *care about acting with kindness*
6. Competence - *strive for self-improvement by acquiring the knowledge and skills to do my job*
7. Equality- *promote equality of opportunity to all*

Main Duties and Responsibilities

Care and Support Delivery

1. To visit service users in their own home environment and take the lead in the delivery of all aspects of the care and support of the individual as detailed in the care plans
2. Monitor the service user's condition, ensuring that any mental or physical health changes are communicated to the Registered Manager and documented on PASS software
3. Complete pre- admission assessments as designated by the Administration team
4. Draft and review care/support plans and risk assessments for allocated caseload, with the service user, where possible
5. Complete regular reports about service users such as daily progress notes and reports required for care reviews
6. To take a lead role in conveying regular 1:1 review meetings with the allocated service user
7. To work closely with external agencies that take part in the service users review process i.e. Bedford Borough Council and liaising with social workers and OTS on a daily basis about general care needs
8. Be responsible for planning and preparing balanced and nutritional meals for the service users allocated
9. Engage and support the service user with activities of daily living, such as personal care, personal hygiene, shopping, budgeting and household tasks

10. To ensure the safety and wellbeing of service users at all times by raising safeguarding alerts, supporting the service users in raising complaints and concerns via the appropriate channels and ensuring appropriate recording documents are sent to the Registered Manager
11. To take responsibility in completing incident and accident documentations in line with policy and seek advice from the Senior Compliance Lead, where appropriate
12. To act as an advocate for the service user where required and provide support in accessing external agencies i.e. advocacy, citizen's advice
13. Liaise with service users' families and carers regarding sensitive issues relating to the service user's needs, care and identified risks, as agreed in the care/support planning process
14. Along with the service user, attend health and social care appointments outside of the home
15. To administer medication and prompt the service user where required in line with the company policy and procedure
16. To contribute, as appropriate, to the production, analysis, sharing, presenting and actioning of reports, at appropriate forums to promote excellence in compliance and / or improved performance
17. To contribute, as appropriate, to the drafting, monitoring and reviewing of policies and / or protocols for the domiciliary care service and the wider service
18. To participate in the on-call rota for the Domiciliary Care services

Line Management

1. To work proactively with the Compliance Administration team in addressing actions and learning outcomes arising from service audits and spot check actions in real time
19. To act as the first point of contact for Support Workers who may be seeking information and guidance related to their roles and responsibilities
20. Take a lead in the first line management of support workers, address concerns, monitor performance, support in using PASS software and carrying out 1:1s, supervisions and appraisals in the community
21. Under the instructions of the Registered Manager, support in covering the service rota during periods of unplanned / planned events
22. To represent the organisation in a professional manner at all times and be respectful of the service users home environment
23. To carry out the vast majority of the work in the field, including care call and 1:1s with support workers, ensuring company policy, procedure and lone working safety is followed

The job holder may be required to undertake other reasonable duties as required by the line manager.

PERSON SPECIFICATION

Skills & Experience

- Excellent communication skills
- Ability to get on with people of all ages and backgrounds
- Previous experience of working within a care role
- A practical and flexible approach to work
- Ability to work as part of a team
- Ability to work on own and take initiative and embrace innovative ways of working
- Experience of supervising a team
- Experience of PASS software (desirable)

Education / Qualification

- Health and Social Care L2 Qualification or equivalent qualification / experience
- Good command of the English language, both written and spoken
- Ability to use Microsoft Office – Word and Excel

Special Features

- Flexible and adaptable approach to shifts and rotas.
- The ability to travel to various locations across Bedfordshire
- Ability to demonstrate, understanding and apply our workplace values

DECLARATION

I agree to fulfil the duties and responsibilities to the best of my ability within this role.

Print name.....

Date.....

Signature