

## **JOB DESCRIPTION – SENIOR SUPPORT WORKER**

This description gives an over view of the post, the key responsibilities and the context within which the post is offered. It is not intended to be an exhaustive statement of Terms and Conditions within TRFS.

### **Job Title and Salary Range**

**Job Title : Senior Support Worker**

**Salary : Salary Scales in accordance with the table below:**

<b>Salary Scale</b>	<b>Qualification Bar</b>
£20,532.00	
£20,852.00	SVQ 3
£21,387.00	
£21,920.00	

**Accountable to: Team Manager**

### **Values and Commitment**

TRFS is committed to providing high quality supports designed around individual abilities, needs and choices. TRFS is committed to promoting independence and inclusion within communities. TRFS believes everyone is able to make their own individual contribution. TRFS seeks to work in partnership with all relevant parties but in particular with the individual themselves.

### **Support Services**

TRFS supports over 2000 people across Scotland and provides a wide range of services designed to meet diverse needs. TRFS supports people with a range of abilities and needs, including those with mental health difficulties, learning disabilities, people with autism, individuals with dementia and people with alcohol related difficulties. TRFS supports people of all ages. TRFS provides most support within peoples own homes, but also offer services such as drop in centres, respite, and Care Homes.

TRFS is keen to ensure the voice of those we support is actively listened to, both in terms of the development of individuals' support and in terms of our organisational development.

## **The Job**

The Senior Support Worker will provide first line management and lead a small team of support staff. They will be responsible for ensuring all current and newly referred individuals receive high quality, person centred supports. They will lead and support practice development within the team and will provide coaching and mentoring to team members.

In order to ensure the Senior Support Worker has the opportunity to establish and maintain direct contact and involvement with those we support, an element of their role will be direct support provision.

They will be responsible for preparing and maintaining up to date support plans and co-ordinating the provision of high quality, individualised, support by support staff.

They will ensure good joint working practices are established and maintained with relevant parties.

Key to the job is adopting a proactive approach to achieving a positive, engaging, promotional and relationship building role with Local Authorities and all other stakeholders.

## **Key Responsibilities**

### **1. To oversee the day to day running of designated services**

- Ensure rotas are in place to meet contracted hours of provision and effectively support the individual
- Ensure records of support provision are accurately maintained
- Ensure weekly returns are completed and sent to the appropriate section
- Implement and monitor service systems according to policy and procedure
- Manage all finances relating to the service in accordance with financial policies and procedures

### **2. To support staff in the delivery of service**

- Provide direct supervision to support staff
- Provide on-site coaching and mentoring to staff
- Lead staff in writing, implementing and reviewing support plans which reflect the interests and wishes of the individual
- Identify staff training needs and plan to meet these in conjunction with the Team Manager

### **3. To contribute to the service provision and development**

- To work on shift as agreed per service, providing direct support to the individual
- Promote and support inclusion throughout the service, identifying and discussing employment and leisure opportunities in the community
- Facilitate Person Centred Planning as required

4. Effectively identify and contribute to learning and development activities including meeting organisational targets for SVQ achievement. This may include SVQ assessment or other forms of support.

### **5. To maintain effective communication**

- Develop and maintain effective communication systems within the service
- Hold regular team meetings
- Ensure relevant parties involved in planning and review of support are regularly updated on changes and progress through regular, planned reviews and reports
- Establish and maintain effective communication with families and relevant others

### **6. Additional Duties**

- Senior Support Workers will be required to participate in local on-call and sleepover arrangements where service needs dictate.
- Undertake other duties as required
- Promote the organisation in a positive manner

All staff should familiarise themselves with the organisation's policies and procedures and work within TRFS Policy framework, including Health and Safety, Equal Opportunities, Discipline and Confidential.

<b>Qualifications and Experience</b>
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It is essential that the post holder achieves a relevant qualification for the post as defined by the Scottish Social Services Council (SSSC).

It is essential that an SVQ 3 in Care is held or to demonstrate a commitment to working towards this qualification, and successfully completing this within a time frame specified by management.

Applicants should have at least 2 years experience in a human service setting and management experience will be an advantage.

### **Additional Information**

All employees will be expected to apply for and maintain their Registration with the SSSC at the appropriate time, as specified by the SSSC, and to ensure they comply with the SSSC Code of Conduct.

All staff must familiarise themselves with all the Policies and Procedures of TRFS and work within both procedural and legal frameworks including Health and Safety and Equal Opportunities. In particular all staff have a duty to ensure they comply with requirements under the Protection of Vulnerable Adults and Children.

Prior to any unconditional offer of employment being made TRFS requires to have the following compliances satisfied:

- Two satisfactory references
- Satisfactory PVG certificate
- Compliance with Asylum and Immigration Act 1996
- Satisfactory medical clearance
- Qualification/SSSC registration (if applicable).

### **Code of Practice for Social Service Workers**

#### **Social service workers must:**

- Protect the rights and promote the interests of service users and carers.
- Strive to establish and maintain the trust and confidence of service users and carers.
- Promote the independence of service users while protecting them as far as possible from danger or harm.
- Respect the rights of service users while seeking to ensure that their behaviour does not harm themselves or other people.
- Uphold public trust and confidence in social services.
- Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills.

### **PERSON SPECIFICATION (SENIOR SUPPORT WORKER)**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Experience	<ul style="list-style-type: none"> <li>Two years previous experience in a human services setting</li> </ul>	<ul style="list-style-type: none"> <li>Working with people who present challenge.</li> <li>Experience of supervising staff and co-ordinating support provision.</li> <li>Experience of working with other agency's staff.</li> </ul>
Education, Qualifications and Training	<ul style="list-style-type: none"> <li>SVQ 3 in Care, or successfully completing this within a specified period of time.</li> </ul>	<ul style="list-style-type: none"> <li>Recognised qualification e.g. RMH/RNMH, Dip SW, CSS,</li> </ul>
Value Base	<ul style="list-style-type: none"> <li>A belief in inclusion, evidenced through work practice or personal experience</li> <li>A desire to ensure people supported are at the heart of decision making</li> <li>Commitment to the principles and practices of continuous improvement</li> </ul>	
Skills, abilities and knowledge	<ul style="list-style-type: none"> <li>Ability to plan and prioritise workload</li> <li>Ability to motivate staff</li> <li>Ability to write support plans</li> <li>Ability to draw up and adjust rotas as required</li> <li>Report writing</li> <li>Understanding of budget management systems</li> </ul>	
Interpersonal and Social Skills	<ul style="list-style-type: none"> <li>Good communication skills</li> <li>Ability to liaise effectively with a range of stakeholders</li> <li>Promote the organisation positively</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Augmentative Communication methods</li> </ul>

**I hereby accept the terms as stated on the Senior Support Worker job description**

Printed Name

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Signature

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Date

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