

Role Profile & Specification

Title	SENIOR SUPPORT WORKER (SLS houses)
Reporting to	Service Manager
Job Purpose	<p>To assist the local management team in providing basic management duties in specific Supported living House/houses.</p> <p>To provide hands-on strength based support to Avalon customers for an agreed number of hours each week.</p> <p>To be part of the locality's on-call service</p>

Role Specific Competencies	
Staff Management	<ul style="list-style-type: none"> ▪ Ability to provide appropriate induction to the service for new support staff ▪ Act as a support to staff working in the team ▪ Ability to identify & address poor practice by staff in the team, in conjunction with the manager ▪ Participates in the locality's on-call service on a rota basis
Administration	<ul style="list-style-type: none"> ▪ Ability to maintain accurate records ▪ Ensure all relevant records concerning the delivery of service are in place (i.e. support plans, risk assessments, medication requirements, finance support requirements, key handling) ▪ Ensure all paperwork/forms are in place and replenished as required
Supporting our customers	<ul style="list-style-type: none"> ▪ Commitment to provide direct support to our customers ▪ Ability to work with people who have a learning and / or physical disability, mental health problem, sensory loss or those who are older adults. This could include supporting people with personal care needs or behaviour that challenges
Quality Assurance	<ul style="list-style-type: none"> ▪ Ability to monitor services & address any weaknesses identified. ▪ Complete weekly checks and report any issues to Manager on <ul style="list-style-type: none"> ○ Medication folders ○ Finance folders ○ H&S folder ○ Communication sheets ○ House check including, hygiene/cleanliness/infection control ▪ Complete monthly Medication and Finance audits submitting and reporting to Manager. (C18 finance audit C18a cash discrepancy report/C11 1 medication audit form) ▪ Complete monthly house property file contents audit record (SL27 ▪ Complete monthly review of support plan and risk assessment, highlighting changes/updates required to manager.

Core Competencies	
<p>Communicate well</p> <p>(Respect, Integrity, Working Together, Quality)</p>	<ul style="list-style-type: none"> ▪ Asks relevant & pertinent questions, where required ▪ Communicates in a clear & concise way. ▪ Keeps accurate & clear records ▪ Listens to others ▪ Responds positively to change
<p>Have a positive & practical approach to work</p> <p>(Integrity, Quality, Learning and Reflection)</p>	<ul style="list-style-type: none"> ▪ Tackles things in a direct & orderly manner ▪ Can be depended upon to get things right ▪ Reliable under pressure
<p>Work well with other people</p> <p>(Respect, Integrity, Working Together)</p>	<ul style="list-style-type: none"> ▪ Earns the respect of others ▪ Shows respect for the views & actions of others. ▪ Motivates self & others
<p>Able to respond to & solve problems</p> <p>(Integrity, Quality, Working Together, Learning & Reflection)</p>	<ul style="list-style-type: none"> ▪ Plans ahead ▪ Tackles issues voluntary and positively ▪ Solves problems in a calm, direct & organised manner ▪ Helps other people with problems

Expertise in role (role-related knowledge, skills & experience required at selection)
<ul style="list-style-type: none"> ▪ Experience of working in the support sector and knowledge of care certificate ▪ Capable of working without close supervision ▪ Have access to own transport that can be used for work purposes with a full valid licence