



P3 Job Description

POST:	Senior Support Worker
LOCATION:	Cirencester, Gloucestershire
RESPONSIBLE TO:	Service Manager (or nominee)
DBS CHECK:	This post is subject to Adult Workforce Regulations

JOB PURPOSE

To assist the Service Manager in the overall management of the service and provide direct support to clients, ensuring the provision of an effective and responsive support service on a day to day basis.

KEY RESPONSIBILITIES

- To assist the Service Manager in the co-ordination of the work of the Support workers and provide direct support to team members.
- Act as individual 'Keyworker' to a group of identified clients, taking lead responsibility within P3 (and acting as lead contact with other services) for the co-ordination and delivery of their support.
- Work with clients offering supported opportunities for them to improve their quality of life, develop their skills and make decisions about their future.
- Work within P3's policies and style of operation - this will include tasks and day to day decision making relating to:
 - Providing general practical and emotional support to clients in order to promote their independence and recovery
 - Responding appropriately to chaotic and challenging behaviour to promote the well-being of clients and staff
 - To undertake training e.g. through attendance at formal courses
 - Providing an effective and responsive supportive service
- Liaise with referral teams/agencies regarding vacancies and referrals.

- Participate in the staff team's provision of individual support and needs assessment, including risk assessment, advice, emotional support and practical assistance.
- Participate in assessing and reviewing future housing and support needs, and in identifying and coordinating internal and external services and referrals in response to these.
- Keep appropriate records of interventions with clients, and inform other staff of relevant issues.
- To ensure good working relationships with external agencies resulting in seamless service delivery.
- Carry-out, as appropriate to the post, day to day tasks on a scheduled basis and when necessary in the absence of Support Workers, to ensure a continuity of service to the clients.
- Participate in the development and review of appropriate policies within the project, taking a lead as required.
- Liaise with external agencies including local statutory and voluntary services and ensure information is available to Support Workers and clients relating to these services at all times ensuring that effective relationships are established and maintained with local partners.
- Encourage client involvement in the development and operation of the service, facilitating appropriate consultation and participation, at all times promoting good practice in relation to client participation.
- In partnership with the Service Coordinator, review, develop and monitor the formal support planning and client risk assessment procedures in line with policies and procedures.
- Be aware of developments within the external environment in relation to current thinking and good practice in relevant areas of practice. Assist in finding ways to share these with the team; eg training, seminars, written reports.
- Facilitate regular consultation and action to enable clients to make decisions concerning their resettlement options with a view to independent living,
- Share responsibility for the effective use of systems and procedures regarding clients and other records, finance, staff communications, and the dissemination of good practice and effective working methods.
- Keep up to date with emerging trends in community based support and assessment techniques for chaotic clients, sharing information with teams as appropriate.
- Provide a non-specialist support service with regards to prompting clients (where appropriate), to take prescribed medication on a day to day basis.
- Where necessary prompt and encourage clients in relation to personal hygiene and personal appearance.

- Assist in arranging appointments with the relevant professionals e.g. Social Workers, Probation Officers, Medical Staff.
- Provide advice and assistance to clients on personal budgeting, debt management and claims for welfare benefits.
- Deputize for Service Coordinator in their absence.
- You may be asked to carry out staff support and supervision sessions.

TEAM WORK

- Be a member of the staff team working to provide a safe, sound and supportive environment, providing direction and support to the team where necessary.
- Participate in staff meetings, supervision meetings, training, team development sessions, Joint Communications Committee, Health & Safety meetings, Diversity Steering Group and other meetings as required, reporting back to the team as appropriate.
- Participate, with other staff, in providing a broad range of activities and services (which take into account individual client circumstances and preferences) aimed at enabling clients to live with reducing levels of support when appropriate.

HOUSING MANAGEMENT AND QUALITY

- Ensure that all clients understand the nature of their tenure and the rights and responsibilities that are associated with it, working with clients to ensure skills are in place to maintain tenancy.
- Ensure the service meets the quality agenda as set out by the Local Authority and continually strive to improve service delivery.
- Deal with complaints in accordance with P3's agreed procedures.
- Share responsibility for good health and safety practices, including participating in fire drills, carrying out risk assessments and accident reporting, and reporting to line management any matters of concern.
- Ensure effective liaison with the Health and Safety Officer wherever necessary.

DEVELOPMENT

- To supervise, develop and motivate team members.
- Undertake the P3 Induction programme, and assist, as requested, in the induction and training of new staff, students and volunteers.
- Undertake development activities as necessary and appropriate to the role.

DELIVERING EQUALITY

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

OTHER

- Undertake such other duties appropriate to your role, as may be required from time to time, for example, including participating in the staff recruitment procedure.
- Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's commitments to service users are fulfilled.
- Must hold a full and current United Kingdom Driving License and have access to a vehicle.
- Commitment to ensuring safeguarding training is relevant and current and safeguarding procedures when necessary are adhered to.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

**P3
PERSON SPECIFICATION**

Senior Support Worker

	Essential	Desirable
<p>Values Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> • A commitment to client involvement and empowerment. • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. • Recognise and value of all aspects of diversity • Understanding of and commitment to the importance of accessing training, learning and development opportunities • Understanding of those who use our services being enabled to have greater opportunities to exercise their rights 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Experience It is essential that you are able to demonstrate experience of one of the following:</p> <ul style="list-style-type: none"> • At least one years experience of providing support to vulnerable people <p>OR:</p> <ul style="list-style-type: none"> • Personal experience of accessing support services <p>OR:</p> <p>At least three years experience of providing care and/or support services to people from disadvantaged groups</p> <ul style="list-style-type: none"> • Previous experience of supervising a staff team • Experience of client involvement • Demonstrable experience of support planning and risk assessment 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Must have a sound understanding of the support needs of people who use our services • An understanding of the effects mental health difficulties can have on individuals • An understanding of Local Authority regulation • Knowledge of issues surrounding alcohol and substance misuse • Knowledge of benefits system • Knowledge and understanding of housing provision and management • Knowledge and understanding of external partner agencies • Basic understanding of computers • Good understanding of health and safety procedures and practices 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative • Able to work as an integral member of a team • Must be able to establish and maintain constructive relationships with a wide range of people including providers in external agencies • Must demonstrate effective interpersonal and communication skills • Must have ability to maintain accurate client records • Able to travel around the region • Must be able to respond flexibly to the needs of clients • Must hold a full and current United Kingdom Driving License and have access to a vehicle. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Qualifications</p> <ul style="list-style-type: none"> • NVQ/QCF Level 2 in a social care field • NVQ/QCF Level 3 in a social care field • There must be substantial evidence of commitment to personal and career development relevant to the post. 	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>