

Job Title	Senior Support Worker
Responsible to	Registered Manager/Manager & Deputy Manager
Responsible for	Support Team

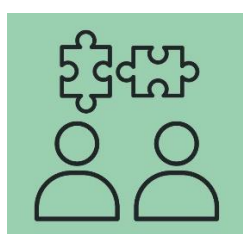
Our Values



**Respect is
our
starting
point**



**We spark
imagination**



**We learn
together to
be our best**



**We believe
in each other**

Role Purpose

As a SeeAbility Senior Support Worker you will be a visible role model and practice leader, actively supervising and mentoring the team. You will work alongside managers to develop an effective, competent, and confident team to deliver a high standard of person-centred support.

Leadership & Culture

- Be a visible and present SeeAbility leader through role modelling our values and behaviours that support to create an open culture where: -
 - There is fairness, we can all be ourselves and feel we belong.
 - Everyone is able to contribute and feels listened to.
 - People make their own decisions and are accountable.
 - Everyone feels appreciated, safe and able to do their best.
- Maintain a people focused environment which supports people to live, love, thrive and belong through access to the rights and opportunities available to everyone.

- Act as an ambassador for SeeAbility and actively develop positive relationships with people we support, the team, families, healthcare professionals and contractors.
- Share key information with the team, developing and undertaking ideas and initiatives to help us succeed.
- Support continuous improvements and organisational change within your home through positive communication and leading by example.
- Adopt a proactive approach to problem solving and follow up identified issues to positive conclusion.
- Promote open and honest communication addressing concerns and identifying risks in a timely manner, escalating, and following up on agreed action.
- Invest time in developing your knowledge, skills, and professional network to support you, your team, and the organisation to thrive.

People Management

- Understand the delivery hours contracted by funding authorities and staffing requirements. Ensure efficient rota management that both maximises the quality of support and is delivered in the most cost-effective manner.
- Support a flexible work environment that meets the needs of the people we support and colleagues.
- Proactively respond to unforeseen changes in staffing availability and adopt a problem-solving approach to maintain the required level of support.
- Support the recruitment and selection of the right people who are aligned to our values, culture, and the needs of the people we support.
- Understand and communicate expectations relating to people policies and processes and accurately record information on Cascade relating to absences and performance consistently and in a timely manner.
- Take an active role in supporting the team learn and grow. Co-ordinate and support with training requirements, provide guidance and coaching to your colleagues so they are competent, confident and engaged in their role.
- Actively complete assessments and on-going observations to ensure team competency and delivery of a high standard of support.
- Proactively lead the team through positively engaging with colleagues, co-ordinating inductions, clarifying expectations and reviewing progress.
- Promote open and honest conversations about the well-being of your team. Get involved in local and organisational initiatives to support this.
- Support the Manager with informal and formal people processes as appropriate.
- Recognise and praise the efforts of individuals and teams by giving positive feedback.

Quality, Compliance & Safeguarding

- Mentor and empower your team to support people to achieve the quality of life they want by listening to their priorities and taking action.
- Work together with the person and their support network to deliver high-quality, safe support via a skilled and knowledgeable team.
- Follow social care legislation and regulations to keep your team and home compliant. Demonstrate and keep records of quality outcomes for the people you support.
- Make sure you and the team follow all the policies, procedures, and local/national guidelines for running a safe home for the people you support.
- Safeguard people by creating a culture of openness and empowerment. Involve the people you support, the team, and others in making decisions.
- Identify, report, escalate, and respond to, any safeguarding concerns in line with policy and procedures.
- Support SeeAbility's reputation through understanding and being involved in your local community.
- Work with volunteers and befrienders to enable people we support to live their best lives.
- Ensure your team know how to handle personal data responsibly and follow data protection rules.

Person Specification

Qualifications	<ul style="list-style-type: none">• Level 3 in Health & Social Care (or equivalent) or willingness to undertake.
Knowledge & Experience	<ul style="list-style-type: none">• Knowledge, understanding and application of relevant legislation, statutory guidance and CQC regulations.• Experience supporting people with learning disabilities or autism and sight loss.• Demonstrable experience of Safeguarding legislation and processes relating to Vulnerable Adults.• Experience of mentoring and supervising others
Personal Qualities	<ul style="list-style-type: none">• Ability to support, mentor and develop colleagues.• Being able to lead by example and motivate self and others, through coaching and mentoring.• Ability to work under pressure and cope with the unexpected, to respond calmly to crisis,

	<p>providing appropriate solutions and seek support when required.</p> <ul style="list-style-type: none">• A good standard of numeracy, literacy and IT skills with the ability to effectively communicate via email, word and excel and produce written reports• Excellent communication skills. Experience of building positive working relationships with people we support and their families, colleagues and other health and social care professionals.• Problem resolution and solution focused with ability to prioritise• A commitment to promoting and protecting equality of opportunity and celebrating diversity• Willingness to further own professional development through study and training
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