



LONDON CYRENIANS HOUSING (LCH) - Job Description

Job Title:	Senior Support Worker
Reports to:	Project Manager
Key Working Relationships (Internal):	Chief Executive, Head of Support Services, Head of Central Services, Area Managers, Admin Team
Key Working Relationships (External):	Service users and Statutory Services
Responsible for:	Assisting with the management of the Project
Direct Reports:	Staff
Salary circa:	£25,000
Hours of work:	40 hours per week
DBS applicable:	Yes

Job Summary

- Assist the Manager with the day to day management of the project including staff performance, service user welfare and maintenance of a high standard respectful environment
- Provision of a quality service where service users are supported in an empathetic way, to live as independently as possible

This is achieved by:

- diligent operational management assistance of the project in line with LCH's policies, procedures, values and objectives
- providing effective leadership assistance and management to the project staff team
- maintaining professional and positive relationships with stakeholders
- working with the Project Manager to meet and extend quality standards

Main Duties and Responsibilities

1. Staff Management

- To directly line manage staff as directed which may include Support Workers and locums in accordance with LCH's HR Policies & Procedures
- To assist with the preparation of the monthly staff rota within budget ensuring effective spread of cover at all times
- To assist with ensuring that staff, have the necessary skills and abilities to carry out their tasks and that they understand the standards and performance expected

- To assist with ensuring staff participate in learning opportunities and attend training as required
- To monitor directly the performance of those staff for whom responsible, informally on a regular basis and formally by use of the 'performance management and appraisal process' taking such action as may be required to maximise their contribution to the project
- To ensure effective communication with staff from different disciplines, visiting therapists and specialized clinicians
- To assist with the co-ordination of regular staff meetings ensuring that there is effective communication and information exchange between team members, and reporting back to Project Manager
- To assist with ensuring all staff have a local induction
- To assist with ensuring all staff are familiar with the needs, risks, presentations of each service user and the working practice

2. Communication and Information

- To assist with ensuring that effective filing and record systems are operated and maintained as required for both internal and external purposes and in compliance with data protection
- To ensure that there are clear and appropriate handovers between shifts and that all relevant information is recorded and acted upon accordingly
- To alternate co-ordination and attendance at Service User Meetings with the Project Manager to ensure that service user contributions are facilitated at and a programme for the day is agreed
- To contribute to ensuring service users are made aware of, and have access to, relevant policies and procedures and that they are issued with the service user handbook and other relevant documents
- To assist with ensuring effective links are made and maintained with suitable external agencies

3. Working with Service users

- To participate in the referral process as required
- To work directly with service users as appropriate, giving advice, support and practical assistance in all areas affecting their well being
- To contribute to the monitoring and evaluating of progress against support plans with service users, staff and relevant agencies, including statutory and non-statutory stakeholders
- To assist with ensuring staff are encouraging and supporting service users to maximise their independence within the framework of a structured and individually tailored support plan by participating in a variety of initiatives and promoting service user involvement including the My Say Group
- To assist with ensuring the safeguarding of vulnerable adults through staff training and following appropriate policies and procedures
- To facilitate self-medication plans as set out by clinical teams
- To ensure that service user's need for move on accommodation is promoted where appropriate and that this is incorporated in support planning

4. Quality

- To contribute to the implementation of quality monitoring systems
- To ensure support planning is SMART and reflects service users outcomes and objectives
- To assist with the carrying out of agreed H&S and Maintenance checks and report any issues as necessary
- To contribute to the setting and maintaining standards of cleanliness and tidiness around the project including service users accommodation
- To contribute to the review of quality of the services provided to service users and act on any monitoring/review findings as appropriate

5. Finance and Administration

- To assist with ensuring that the monthly returns are completed accurately and submitted to finance on time
- To ensure that all service users welfare benefits are claimed correctly and within the agreed timescales
- To assist with ensuring the day to day financial affairs of the Project, including purchase of supplies, petty cash, prompt recording of any discrepancies observed and keeping of proper financial records

6. Operational Matters

- To assist with ensuring Health and Safety of staff, service users and visitors to the project complies with best practice and legislation
- Promote equality, diversity and inclusion in all aspects of work
- Assist with ensuring staff have access to, understand and adhere to LCH's operational policies and procedures
- Ensure fire safety standards are maintained
- To represent the project specifically and LCH generally at any relevant for a and meetings as directed and promote the work of LCH and provide feedback as appropriate
- Actively review own performance and developmental needs to assist in personal career growth

7. Other Duties

- Undertake any other duties and responsibilities appropriate to the post, as may be required from time to time
- To carry out all duties and responsibilities in accordance with LCH's Policies & Procedures



LONDON CYRENIANS HOUSING - Person Specification

Senior Support Worker

Qualifications and Experience

1. Experience of staff management including awareness of good practice in staff supervision.
2. Successful experience of working with adults with mental health needs and/or learning disabilities.

Knowledge

3. Ability to motivate staff and to promote good communication and a professional high quality service in line with the aims and objectives of the Project and acting with due regard for Health and Safety at all times.
4. Ability to take and act on decisions within the framework of the line management system.
5. Experience of, and a commitment to, working with people with challenging behaviours and an ability to support service users to work through crisis situations with appropriate support.
8. Ability to identify support needs of service users and to inform and implement individually tailored support plans.
9. Knowledge and understanding of the safeguarding of vulnerable adults
10. Commitment to and understanding of issues of equality, diversity and inclusion
11. Ability to maintain appropriate recording and filing systems, including good IT skills

Applicants must state clearly on their application form the ways in which their skills and experience meet all the selection criteria. If you do not adequately address each and every one of these in your application we will not be able to shortlist you.