

EXPECT LTD

JOB DESCRIPTION

Job title:	Senior Support Worker
Responsible to:	Service Manager
Location:	Various – Sefton / Liverpool
Salary:	£27,300 - £28,470 per annum
Hours:	37.5 per week (Flexible – including management hours) plus on call and sleep-ins
Line Manager for:	Support Workers

Job Purpose

The Senior Support worker is expected to perform a range of duties in the delivery and planning of support services to Service Users. The Senior Support Worker is responsible for liaising with the Service Manager, Head of Staffing, Head of Support and Rota Co-ordinator to carry out the day to day running and management of support services.

Main Duties and Responsibilities

1. Oversee the day to day management and running of a minimum of two support services.
2. Carry out Support Worker duties outside of management hours.
3. Liaise with the rota co-ordinator to ensure appropriate staffing levels within the services at all times.
4. Work with the Head of Staffing to ensure all staff are suitably trained.
5. Work with the Head of Support to create and update support plans and ensure service users achieve agreed outcomes.
6. Carry out staff supervisions and appraisals as required.
7. After their successful completion of probation, commence line management responsibility for staff following a comprehensive handover from the Head of Staffing.
8. Liaise with the Head of Staffing to ensure staff are treated fairly and consistently across the organisation.
9. Liaise with the Rota co-ordinator to ensure they are kept up to date of any staff absences / rota changes.
10. Manage allocated budgets and resources efficiently and effectively.
11. Maintain an up to date working knowledge of CQC and other legislation pertinent to the role.
12. Provide leadership and motivation ensuring staff are able to provide flexible, efficient and high quality services.
13. To work closely with the service manager keeping them updated of operational matters arising.
14. Assist the Service Manager and HR Manager with the implementation of necessary changes to policies and procedures to maintain quality of provision.
15. Maintain an up to date working knowledge of CQC and other legislation pertinent to the role.
16. Actively work towards the achievement of role specific and departmental KPI targets.
17. Provide reports in relation to operational activity as required by the Service Manager.
18. Take part in the on-call rota as required.

General

The post-holder will be required to participate in staff development and use all relevant learning opportunities to improve personal skills. The post-holder will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

The successful candidate will be required to undergo a Disclosure and Barring Service (DBS) enhanced check before appointment is confirmed.

Confidentiality

The post-holder must maintain the confidentiality of all information and records relating to the work of Expect Ltd in accordance with the organisation's procedures and policies.

Hours of Work

The post-holder must be prepared to work flexible hours, in line with the requirements of the post.. The post-holder will be expected to adopt a mature and common sense approach to this arrangement.

General Duties

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and, in turn, encourage and support staff in their development and training.
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are deemed consistent with the general level of responsibility of this position
- To undertake health and safety duties commensurate with the post and/or as detailed in Expects Health and Safety Policy.
- To comply with Expects Policy and Procedures including that relating to confidentiality
- To undertake any other duties and/or responsibilities in connection with the leadership and management of the Charity as the Chair (or other member of the Board of Directors) may from time to time direct.
- In all contacts both internal and external, the post holder will be required to present a professional image of Expect as well as maintaining constructive relationships.

Notes

Expect Ltd reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.

The duties described in this job description must be carried out in a manner which promotes equality of opportunity; dignity and due respect for all employees and service users and is consistent with Expects Equal Opportunities Policy.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

Agreed by:

Date: