

	<h2>JOB DESCRIPTION</h2>
Job Title	SENIOR COMMUNITY SUPPORT WORKER
Hours	39
Location	All Locations
Responsible for	CARE SUPPORT WORKERS, SERVICE USERS, VOLUNTEERS AND STUDENTS
Responsible to	Registered Manager
Job Purpose	<ul style="list-style-type: none"> • To assist to manage the delivery and continual development of client focussed quality care and support services to Linkability's service users living in dispersed settings. • To ensure the domiciliary care packages are compliant to the requirements of the Health & Social Care Act 2008 and The Care Act 2014 or any conditions of registration set by the Care Quality Commission. • To ensure service provision is consistent with Linkability's values and statement of purpose.

Main Tasks/Responsibilities	
1	To provide senior level support within the network of service(s) on a shift basis which includes sleeping over duty, on rota duty and agreed off rota duty as directed and agreed with the Locality Manager or Deputy responsible for the service.
2	Where appropriate to undertake the role of key worker for service users.
3	To ensure the development and maintenance of person centred care plans of service users; in consultation with service users, parents, carers, other colleagues, external professionals, advocates and friends.
4	To make provision for, or carry out, emotional, psychological or practical tasks involved in meeting the needs of service users, in order for them to lead an ordinary life. For example, assisting with or preparing meals, assisting with personal care and hygiene, dressing, undressing, counselling and/or emotional support.
5	Within the scale of delegated responsibility agreed with the Registered Manager to provide supervision of staff and, where appropriate, volunteers and students.
6	To ensure all staff reporting to the post holder have an annual staff development review in line with Linkability's policy on appraisal and the national occupational training requirements. To contribute to the formal assessment of staff/student competence training and development as may be required to discharge the responsibilities of the post. To comply with the Skills for Care Social Care Commitment.

7	To ensure there are regular team meetings at no less than every two months. To cultivate best working practice within the team. Within the scale of delegated responsibility agreed with the Registered Manager to ensure good standards of staff discipline and performance. To cultivate a team culture of openness and transparency. To report any concerns to appropriate lines of management. Note Safeguarding is everyone's responsibility and as such defined for social care providers by statute under The Care Act 2014.(Section 14)
8	To carry out the financial procedures to help service users manage their own money. To follow procedures for management and accountability of petty cash expenditure. For example in relation to staff entrance and subsistence costs of supporting service user leisure and vocational activity.
9	To assist the Registered Manager with his/her responsibility for record keeping and administration, including the preparation of written work for review meetings, staff meetings or other reports that may be requested from time to time. (For example, complaints, compliments, suggestions, incident reporting.)
10	To share responsibility to ensure all service users have appropriate and up to date risk assessments, that they are regularly reviewed and up to date. Such risk assessments must take account of compliance with DOLS and The Mental Capacity Act. E.g least restrictive measure to ensure safety to the adult concerned or others. To ensure delegated responsibility for health and safety subject to legislation and Linkability policy, are understood and followed by staff.
11	To ensure adequate staffing levels are provided in line with the service users service level agreement. This includes giving due regard for staff skill mix and times when it can be predicted that there will be heavy demands on staffing such as peak holidays and bank holiday weekends.
12	To co-produce the static rotas based on an agreed level of staffing for the network of service(s). The static rota is produced for a minimum of 4 weeks in advance.
13	To have day to day responsibility to ensure service users' continued entitlement to benefits is maintained. For example, helping service users with periodic reviews of housing benefit.
14	To maintain effective communication and professional liaison with service users, families, advocates, and other relevant agencies and individuals.
15	Developing and maintaining good public relations, thus promoting and enhancing the community presence of service users and tenants, Linkability's image and reputation.
16	Responsibility to understand, disseminate and promote organisational policy in relation to service user participation, open access to records and equal opportunities. This incorporated responsibility for professional liaison and partnership working.
17	Where appropriate to the service user to consider the needs of children in respect of child protection and relation statutory requirement of adult abuse.
18	Any other duties delegated by the Registered Manager commensurate with the contingencies of this post, or as required by the Management Board.

Recording and Administration	<p>You would be expected to maintain the following records for individuals, and household monies:</p> <ul style="list-style-type: none"> • Household income/expenditure management as directed by Linkability. • Preparation of written work for review meetings, staff meetings and other reports which may be requested from time to time, in line with statutory or Linkability's requirement • Prompt and accurate recording of any unusual or untoward occurrence in accordance with health and safety guidelines.
Communication	<ul style="list-style-type: none"> • To maintain effective communication and professional liaison within the staff team/s, with the people to who support is offered and any other relevant agency or individual. • To contribute to, and attend, staff team or individuals' reviews or link up meetings or any other meetings as required. • To contribute to maintaining good public relations with a view to enhancing Linkability's image or reputation. • To work within Linkability's policies in relation to the individual's participation, open access to records and equal opportunities. • To work alongside volunteers in a shared team approach to meeting the needs of the individuals we support in a way that upholds their individual rights and enables the maximum amount of choice in daily living. • To take delegated responsibility for Key Work in respect of the individuals we support
Health and Safety	To be responsible for health and safety as an employee in line with Linkability's Health and Safety policy statement.
Equal Opportunities	All employees are required to discharge responsibilities and conduct themselves in line with Linkability's Equal Opportunity and anti discrimination policy statement.
Performance	<ul style="list-style-type: none"> • All employees are required to participate in Linkability's Continual Professional Development (CPD) and Appraisal scheme. • To perform strictly within Linkability's confidentiality and non-beneficiary code of practice. • There is a requirement to attend training and complete training in agreed time scales.
General Obligation	To have integrity and respect the high standards expected of Linkability's employees and at no time bring the organisation into disrepute.

Reviewed: March 2017

Josephine Adshead
Executive Director

