



PROGRESSIVECARE

Job Description & Person  
Specification:

**SENIOR  
SUPPORT WORKER**

*Residential Family Assessment*



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# JOB DESCRIPTION: SENIOR SUPPORT WORKER

<b>Service:</b> Family Services	<b>Responsible to:</b> Unit Manager
<b>Grading:</b> Band A (Level 6-10)	

## Summary of Main Duties and Responsibilities

- To create a safe supportive environment for families in line with Safeguarding Policies and Procedures and in line with associated government guidance and legislation
- To provide care and support to families in accordance with the placement plans, risk assessments and reports
- To be part of the management structure and support the Team Leader in ensuring the smooth running of the service
- To ensure family needs are met.

## Summary of Main Duties and Responsibilities

### Job Specific:

1.	To do all you can to safeguard children, young people and vulnerable adults as per the company's policies and procedures, which includes a duty to report anything of concern
2.	To be child focused in all work undertaken with families
3.	To work to agreed placement plans, risk assessments and reports so that there is continuity of monitoring and support for the family
4.	To contribute to, monitor, review and evaluate assessment programmes, placement plans, risk assessments and reports where applicable so that each individual is given opportunities to make progress
5.	To maintain written records so that the assessment, plans and other reports can be produced, implemented and monitored by the Social Worker
6.	To key work with individual families, helping them to resolve any problems
7.	To actively promote the rights of families
8.	To act as an appropriate adult if required
9.	To promote positive outcomes for families
10.	To arrange and attend case planning meetings and reviews, and any other such meetings as required
11.	To work closely in co-operation with family, social work staff, advocates, specialists and other professional agencies
12.	To have an awareness of issues relating to families
13.	To support families to access and utilise local resources
14.	To ensure that the medical needs of families are met

15.	To undertake routine administrative tasks and provide written reports as and when required
16.	To maintain and contribute towards maintaining the accommodation to the highest standards
17.	To support families to access and utilise local resources
18.	To undertake any emergency, cover due to illness as and when required by the manager
19.	To support the Management in ensuring that effective staffing is in place
20.	To support Management in ensuring that the service is compliant with legislation and company policies and procedures
21.	To contribute to individual learning and team development so that there is a culture in the Organisation of continuous learning and constant improvement
22.	To actively promote professionalism and high standards
23.	To act as a mentor and guide to new and less experienced members of staff
24.	To work as part of the team ensuring that good practice is maintained at all times
25.	To attend and contribute to staff meetings
26.	To priorities work load in consultation with senior members of staff
27.	To be the allocated Shift Leader and acts as the Senior Professional within the team
28.	To maintain and contribute towards maintaining the accommodation to the highest standards
29.	To undertake routine administrative tasks and provide written reports as and when required
30.	To undertake any emergency cover due to illness as and when required by the manager
31.	To work a 7-day shift pattern, covering days, nights and sleep-ins including weekends and Bank Holidays to ensure that the service is adequately staffed

### **Training and Development**

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|----|---|
| 1. | To ensure that all mandatory training is attended and that you actively participate and contribute to any training undertaken |
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### **General**

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|----|--|
| 1. | To respect and maintain the confidentiality of all matters that you learn, including matters relating to customers, service users, members of staff and contractors. |
| 2. | To observe the requirements of GDPR (2018), Equality Act (2010) and any other legislations and guidance's which informs and governs business practice.               |
| 3. | To act in accordance with accordance with company policies and procedures  |
| 4. | To attend for work reliably and punctually   |

### **Job Specific Notes**

#### **Progression through grading bands**

The post is career graded and progression through the bands will require the post holder to deal with increasing levels of responsibility, complexity of work and degree of emotional demand appropriate to each band.

#### **Flexibility Clause**

All staff are expected to work in a flexible way when the occasion arises, ensuring that tasks not specifically covered in their job description are undertaken. These additional duties will normally be comparable with the regular type of work

**Issued by the HR Department**

<b>Name:</b>	<b>Job Title:</b>
<b>Signature:</b>	<b>Date:</b>

**Employee Acceptance**

<b>Name:</b>	<b>Date:</b>
<b>Signature:</b>	



**PROGRESSIVECARE**

# PERSON SPECIFICATION: SENIOR SUPPORT WORKER

<b>Service:</b> Family Services	<b>Responsible to:</b> Unit Manager
<b>Grading:</b> Band A (Level 6 - 10)	
<b>Progression through grading bands</b>	
The post is career graded and progression through the bands will require the post holder to deal with increasing levels of responsibility, complexity of work and degree of emotional demand appropriate to each band.	

Values	
1.	Desire to work with families
2.	Empathy towards families who find themselves within an assessment setting
3.	A commitment to safeguarding and protecting vulnerable adults and children

Knowledge and Experience		
Experience	2 years' experience within a similar role	Level 6
	3 years'+ experience within a similar role	Level 7 - 10
Knowledge	A general knowledge of families and issues that affect them	Level 6 - 10
	An awareness of equal opportunities and actions or situations that may be considered as discriminatory	
	Experience of working with and contributing to placement plans and risk assessments	
	A general knowledge of Ofsted regulations and the National Minimum Care standards	

Qualifications and Training		
Qualifications	Qualified level 3 (or equivalent)	Level 6 - 10
	A willingness and commitment to complete Level 2 Team Leader qualification	Level 6 - 7
	Qualified Level 2 Team Leader	Level 8 - 10
Training	A willingness and commitment to undertake regular training relevant to the job role	Level 6 - 10
	Ability to demonstrate a commitment to professional development	

Skills and Abilities	
1.	Ability to communicate clearly, both written and verbal
2.	Ability to respond effectively to information shared within a team environment
3.	Ability to prioritise and delegate workload
4.	Ability to form appropriate, professional and positive relationships
5.	Ability to lead by example and promote positive communication
6.	Ability to report any concerns relating to professional boundaries or conduct

7.	Evidences and applies de-escalation/conflict management techniques appropriately
8.	Able to support, lead and risk assess appropriately
9.	Good, clear recording and report writing skills including use of IT systems
10.	Understands the key components of record keeping
11.	Good understanding confidentiality and GDPR
12.	Able to read and comply with relevant care plans, risk assessments and management strategies
13.	A good understanding and ability to meet the needs of families with respect to their race, religion, culture and sexuality
14.	Advocates equal opportunities and actions or situations that may be considered as discriminatory
15.	Demonstrates a good understanding of family assessment/residential and their purpose
16.	Demonstrates empathy towards families that are placed within services
17.	Ability to work effectively as part of a team
18.	Ability to attend for work reliably and punctually
19.	Ability to work in accordance with a rolling rota, including working nights, weekends sleep-ins and bank holidays
20.	To be able to plan own work and prioritise tasks, and work to set timescales
21.	To attend and contribute to team meetings

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