



Mission: "To provide the best of care and support to enable the community to fulfil its potential"

JOB DESCRIPTION

The job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.

Job Title:	Senior Support Worker	Ref: 053/09
Directorate:	Adult and Community Services	
Working Relationships:	Responsible to: Deputy Manager (Housing Support)/Care Home Manager Responsible for: Support Workers Depending on location may also be responsible for ancillary staff.	
Key External Contacts: (if applicable)	Social Work Departments, Health or other Voluntary providers	
Location:	Adult Residential Sites or in the Community	

Purpose of Job:

To coordinate and contribute to the provision of quality services to meet the needs of service users, according to agreed VSA standards, policies and regulatory requirements, monitoring the effective use of staffing resources.

Main Duties/Responsibilities:

1. Promoting and utilizing ways of communicating effectively with individual staff members and service users on a wide range of matters including those of a complex or sensitive nature, progressing issues arising from the communication process where appropriate.
2. Overseeing and participating in the maintenance of accurate recording systems and reports (both manual and computerized) to meet agreed standards in line with administrative, regulatory and management purposes.
3. Monitoring the provision of a safe and protective environment by complying with health, safety and security procedures, including medication administration, and reporting accidents/incidents when appropriate.
4. Supporting service users in their daily living, according to their recognized and agreed needs, providing personal care where necessary, adhering to practice which promotes well-being, choice, giving people dignity, and treating them with respect.
5. Encouraging and supporting service users to develop skills and knowledge to live as independently as possible, if applicable, with reference to the risk assessment process.
6. Supporting service users in developing and maintaining social networks and relationships.
7. Performing the role of key worker for the service user.
8. Complying with and having a sound working knowledge of necessary legislative requirements as laid down through the care standards and recognising the impact of following these standards on the overall provision of service.
9. Supporting service users in accessing and using services and facilities, assisting them to obtain advice in relation to financial matters if appropriate.

10. Taking the lead in planning, monitoring and reviewing service delivery plans to meet individual needs and preferences, within budgetary and funding constraints.
11. Supporting service users and staff appropriately when they experience a significant life change or loss.
12. Participating in the selection and recruitment of staff in accordance with agreed standards and procedures.
13. Allocating work to teams and individuals to meet agreed operational objectives, ensuring staffing levels are maintained according to regulatory requirements.
14. Conducting assessments of staff performance in accordance with VSA's appraisal/supervision procedures, providing appropriate feedback and support to staff.
15. Contributing to the identification of the training and development needs of teams and individual staff members, taking appropriate action to implement plans to meet needs according to agreed procedures and guidelines.
16. Helping to maintain an effective working environment by contributing towards the management of interpersonal conflict in working relationships.
17. Assisting in the implementation of disciplinary and grievance procedures where appropriate, according to VSA's policies and procedures.
18. Developing one's knowledge and practice continuously through participation in training and development activities.
19. Carrying out other duties from time to time provided they are reasonable and within the post holder's capabilities.

Qualifications/Training/Education:	
Essential: <ul style="list-style-type: none"> • SVQ 2 or other options as prescribed by SSSC. • Knowledge of SSSC Code of Practice. • Ability and willingness to complete SVQ Level III + 15 academic credits in Supervision and / or Management at SCQF Level 7. • Evidence of continued learning 	Desirable: <ul style="list-style-type: none"> • SVQ3 in Health or Social Care + ability and willingness to achieve 15 academic credits in Supervision and / or Management at SCQF Level 7. • Knowledge of Health and Safety regulations. • Food Hygiene Certificate.
Experience:	
Essential: <ul style="list-style-type: none"> • Experience in Care sector • Coordinating activities in workplace • Record keeping • Problem solving • Using initiative 	Desirable: <ul style="list-style-type: none"> • Staff selection/appraisal/supervision. • Knowledge of disciplinary/grievance procedures • Involvement in personal plans, and service delivery planning. • Supervising other staff members
Key Skills/Aptitudes:	
Essential: <ul style="list-style-type: none"> • Evidence of assessment skills. • Developed communication skills(verbal and written) • Organizational skills • Accuracy • Basic IT skills(e.g. e-mails) • Ability to prioritize work tasks 	Desirable: <ul style="list-style-type: none"> • Processing work data on line • Supervisory Skills
Personal Qualities:	
Essential: <ul style="list-style-type: none"> • Self Confidence • Integrity • Flexibility • Approachable • Team-worker 	Desirable: <ul style="list-style-type: none"> • Open to change
Other Job Requirements:	
<p>To comply with the registration and qualification requirements as laid down by the Scottish Social Service Council (SSSC) and to strictly adhere to the SSSC Codes of Practice.</p> <p>Ability to deal with difficult behaviour following VSA standards and procedures</p>	



CONDITIONS OF SERVICE

Post:	Senior Support Worker	
Location:	Ruthrieston House, Broomhill Road	
Standard hours of work:	30 hours per week	
Sleepovers:	On rota basis - £3.24 per hour	
Working pattern:	Worked to a 7 day rota including weekends as and when required	
Post status:	Permanent	
Salary grade/point:	Pro rata to £18,221 per annum Pro rata to £19,793 - £20,447	Unqualified rate Qualified Scale
Qualification:	SVQ Level III in Health and Social Care 15 academic credits in supervision or management at SCQF level 7 are required to meet the registration requirements of the SSSC after qualification has been attained.	
Enhancements	Double time for public holidays	
Incremental progression:	Qualified Rate: Provisionally awarded on 1 April annually subject to 6 months service. Employees with less than 6 months service at 1 April receive their first increment after 6 months service then annually on 1 April thereafter. Unqualified applicants who become qualified will be placed on the qualified scale at the beginning of the following month of the date they become qualified. Applicants who become qualified 6 months prior to 1 April will receive their first increment on this date otherwise increment will be applied 6 months after the date of qualification then annually on 1 April thereafter.	
Registration:	Post-holder is required to register with the SSSC when the appropriate arrangements are introduced and maintain a valid registration thereafter.	
Payment method:	Paid by BACS on 2 nd last working day of each month	
Annual Leave:	Pro rata to 23 days per annum An additional 3 days pro rata are granted after 5 years reckonable service.	
Public Holidays:	Pro rata 9 public holidays per annum as recognised locally	
Notice period:	Employee - One month Employer – One month plus one additional week per year of service after four years service up to a maximum of 12 weeks	
Disclosure:	Appointment subject to Disclosure Scotland Check at Enhanced level	
Induction:	Will be carried out prior to commencing in post Monday to Thursday 9:30 – 4:30	
