



St Monica Trust

Senior Support Worker Role Profile

Under the direction of the Care Home Manager our Senior Support Workers contribute to the smooth running of our specialist residential and nursing care homes for older people with dementia.

They are responsible for ensuring that residents receive social and health related care according to their individual needs and care plans. They maintain a homely environment for residents and oversee that their needs and those of their families and friends are met at all times. Additionally, Senior Support Workers allocate duties and activities to Support Workers.

Role purpose:

Offering continuity of care and ensuring residents' physical, social, cultural and spiritual needs are met. Overseeing a team of Support Workers.

Hours of work:

Required hours will be stated on the job advert and will vary according to our needs and sites.



Duties

1. Practice within the framework established in the Code of Practice for Social Care Workers (General Social Care Council) and CQC Essential Standards of Quality and Safety.
2. Promote compliance with Health and Safety and Food Hygiene legislation at all times.
3. Deliver and oversee the personal, spiritual and social care of residents
4. Liaise with medical professionals on the clinical care of residents – ensuring care is monitored, medical appointments met and changes in health and behaviour reported.
5. Under the guidance of the Care Home Manager, contribute to the operation of the unit in a cost effective and efficient manner.
6. Allocate work and duties to Support Workers on shift. Promote and act as role model for best practice at all times.
7. Responsible for the maintenance of documentation, for example care plans, manual handling records and assessments.
8. Act in accordance with St Monica Trust's policies and procedures at all times.

Main Tasks

Care and health

1. Deliver personal care including dressing, undressing, assisting in and out of bed, toileting, bathing, commode emptying etc.
2. Ensure well-stocked stores and medication, ordering, receiving and counting in as appropriate.
3. Administration of medication and application of creams under the direction of medical professionals and/or manufacturer's guidelines. Support nurses during medication rounds.
4. Liaise with pharmacy, nurses and GPs.
5. Arrange external doctors and other medical appointments.
6. Prepare for and join GP and district nurses on their visits. Document outcomes of visit.
7. Respond to emergencies making emergency calls as necessary.
8. Attend psychiatrist reviews under the direction of Care Home Manager and/or nurses.
9. Conduct Occupational Therapy and Physio referrals.
10. Report changes in residents' health and behaviour to medical professionals.
11. Spot and highlight to medical professionals or Care Home Manager residents requiring behavioural risk assessments.
12. Deliver end of life care under the direction of medical professionals.
13. Undertake weights (using MUST Tool), BMI, nutrition, manual handling and continence assessments.



14. Support residents through recovery of illnesses, conditions or injuries.
15. If trained, conduct key mover role – responsible for manual handling procedures and records.
16. Conduct risk assessments.

Promoting well-being

17. Assess residents' needs prior to becoming a permanent resident.
18. Under direction of medical professionals develop and update person centred care plans and manual handling notes.
19. Incontinence and manual handling assessments.
20. Play a key role in settling in new residents.
21. Conduct review meetings with residents' family members (with Care Home Manager or Registered or Lead Nurse as per normal home processes)
22. Liaise with family members regularly, at times offering counselling and support.
23. Answer bells and respond to residents' needs at all times.
24. Discuss end of life planning with residents and their families.
25. Deal diplomatically and sensitively with residents who have difficult or challenging behaviour. Step in to relieve other team members when necessary.
26. Coordinate and ensure the effective delivery of key-worker roles amongst Support Workers. Acts as 'champion' for key-worker role.
27. At all times promote and ensure a high standard of resident led care and the positive reputation of the Trust.

Domestic and home related tasks:

28. General household duties such as ironing, loading/unloading dishwasher, light cleaning and mopping. Changing bed linen, making beds, organising laundry, discarding waste.
29. Prepare refreshments and light snacks as required by residents. Help to serve and assist residents during mealtimes. Liaising regularly with Catering colleagues to ensure residents' needs and wishes are met.
30. Organise trips and parties for special occasions.
31. Organise escorts to external appointments and arrange cover as necessary for the home.
32. Help to embed a culture of meaningful social activities for residents. Encourage, facilitate and devise social and spiritual activities for residents to take part in. This can include baking cakes, arts and crafts, puzzles, singing etc.
33. Liaise with volunteers and activity coordinators/providers, such as 'music and movement'.
34. Refer to Care Home Manager resident or family issues such as finance, funding and



complex health issues as appropriate.

Managing performance and service delivery

35. Act as role model to Support Workers, promoting best practice in all duties undertaken and in compliance with St Monica Trust's policies and procedures.
36. Responsible for running and coordinating the shift.
37. Ensure staffing levels are maintained. Encourage a flexible culture within the team. Source cover for Senior Support Workers and Support Workers - be aware of shift rota and general resource management.
38. Allocate work to Support Workers ensuring all tasks and activities are covered and evenly distributed.
39. Support Care Home Manager in the recruitment and selection of new Support Workers.
40. Troubleshoot staffing or people related issues, referring as appropriate to line manager.
41. Deal promptly with performance issues of Support Workers – referring as appropriate.
42. Conduct or contribute to appraisals and performance management meetings for Support Workers (as appropriate to unit)
43. Oversee the induction of new Support Workers. Monitor progress and act promptly on development needs. Distribute CPD folders and induction packs. Introduce new staff to key personnel and colleagues, familiarise with unit. Monitor performance at a local level in the first few weeks and act as a mentor for new joiners.
44. Identify training needs of Support Workers and refer them to Care Home Manager or through correct channels.
45. Deliver informal coaching and guidance to Support Workers when necessary and deal promptly with issues of concern on performance or standard of care when spotted 'on the ground'.
46. Oversee Bank and Agency workers – allocating work and general line management responsibilities.
47. Hold the phones as first point of contact for all calls to the unit.
48. Attend and contribute to staff meetings and communications – regularly checking email and notices for general information.
49. Maintain own skills set and knowledge on best practice, care and dementia care legislation/developments.

What our Senior Support Workers say:

"You have to be calm and have a sense of humour"

"You need an interest to learn on the job, prepared to read or look things up on the internet. You need to be interested."

"We speak to families all the time"

"It's a rewarding job"

"You couldn't just do it, you have to love it. Every day is a different challenge"

"I joined the Trust as a Support Worker and I'm glad I moved into a Senior role. I'm always learning."

"Achieving small things each day"



Monitoring and record keeping:

50. Coordinate through the correct channels ordering equipment and the need for general maintenance work.
51. Completion of legal forms and care plan updates.
52. Liaise with housekeeping, catering, health and safety and other teams within St Monica Trust.
53. Prepare notes for residents moving to nursing care home.
54. Maintain team communication records – embed information-sharing practices as part of the team working ethos of the care home.
55. Work in compliance with best practice, Fire Safety, Health and Safety regulations and CQC Essential Standards of Quality and Safety. Help to maintain a safe environment. Holder of fire phones and associated procedures.
56. Comply with the Trust's Infection Control policy & procedure and observe the code of confidentiality.
57. Keep updated with manual handling procedures and to be aware of individual residents' manual handling profiles.



Person specification
<p>The skills, knowledge, qualifications and experience listed here are requirements of the role and are assessed at different stages of our recruitment and selection process. Use this information to help you complete the 'further information' section of the application form.</p>
Skills:
Communication: <ul style="list-style-type: none">• Record events and deliver instructions clearly.• Maintain paper and electronic records (as appropriate) – ensuring documentation is up to date, clear and available for review at any time.• Undertake 'role model' status for colleagues; promote high standards at all times.• Advocate culture of communication and information sharing between team members.• Negotiate terms or principles of working/business with external suppliers or partners.• Regularly review internal and external communications (post, emails, memos, notice boards) responding promptly or as required.• De-escalating skills – managing distressed residents or relatives in a sensitive manner.
Thinking Style: <ul style="list-style-type: none">• Pre-empt issues and trouble-shoot problems before or as they arise.• Respond to queries and problems effectively and in a considered manner.• Refer technical decisions which are out of scope of role to line report or next in charge on duty.• Maintain own skills set, knowledge and best practice.• Identify and recommend learning and development areas for colleagues.• Progress team to shared goals under the direction of team leader or line manager.• Provide feedback to colleagues in a constructive and supportive manner.
Time Management: <ul style="list-style-type: none">• Share responsibility to ensure appropriate staffing levels are maintained on duty at all times.• Motivate, inspire and drive colleagues to meet time demands of the role.• Champion the role of 'key-worker' to encourage quality time for residents.• Under direction of team leader or line manager, ensure the effective running of the unit or department.• Delegate or share tasks and activities appropriately balancing efficiency with the demands of the role.
Well-being and Values: <ul style="list-style-type: none">• Demonstrate sensitivity to individuals' needs.• Promptly respond to, or refer to team leader/line manager (as appropriate to role), issues of residents or colleagues health or well-being.• Contribute to the facilitation and encouragement of well-being in residents and colleagues.• Advocate a positive and professional environment.• Contribute to maintaining a safe and secure environment – reporting faults, repairs or hazards through appropriate channels.
Working with others: <ul style="list-style-type: none">• Liaise with external partners and contacts in a professional and friendly manner.• Challenge or suggest new ways of working to promote the efficiency of the unit or team.• Listen to new ideas of colleagues'.• Contribute to team meetings.• Encourage a flexible culture within the team – stepping in to relieve colleagues during pressured times or when needs dictate.

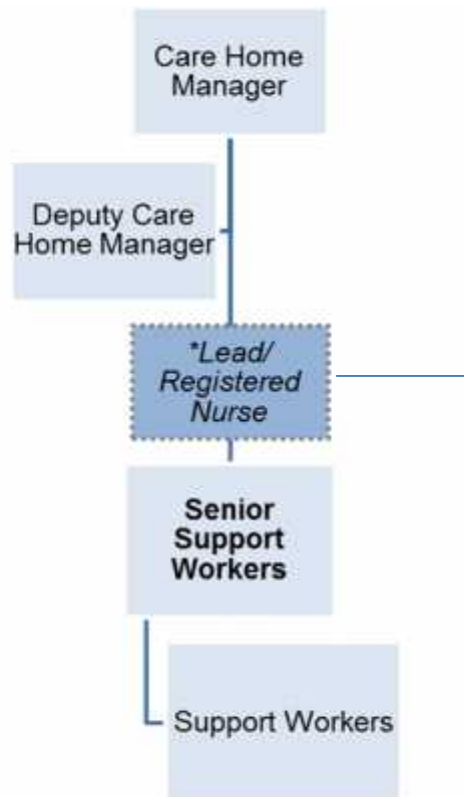


Leadership:		
<ul style="list-style-type: none"> • Deliver informal coaching and guidance as instructed by team leader/line manager and if appropriate when spotted 'on the ground'. • Support team leader/line manager in recruitment and selection of new colleagues. • Oversee Bank and Agency workers, allocating work and general line management responsibilities. • Contribute to colleagues' appraisals. • Where relevant, conduct return to work interviews as directed by team leader/line manager. 		
Technical skills, knowledge, qualifications and experience	Essential	Desirable
Ability to attend to personal care needs such as feeding, bathing and toileting	✓	
Experienced in social care with older people, disabled people and/or people with dementia.	✓	
Knowledge of issues and legislation surrounding caring for older people and people with dementia.	✓	
Experience of working in a social care setting for older people.		✓
Level 2 Diploma/ NVQ Level 2 in Health and Social Care for adults	✓	
Level 3 Diploma/ NVQ Level 3 in Health and Social Care for adults		✓
Level 2 or 3 Diploma/NVQ Level 2 or 3 in Awareness of Dementia		✓
Experience of supervising team members		✓
Experience in undertaking risk assessments		✓
Experience of writing or maintaining care plans/other documentation	✓	
Good practice in relation to First Aid and Manual Handling	✓	
Good food and hygiene practices	✓	

Additional information
<ul style="list-style-type: none"> • Duties must be carried out in compliance with St Monica Trust's Equal Opportunities Policy. • This role profile contains the principal accountabilities relating to this post and does not describe in detail all the duties required to carry them out. There will from time to time be a variation of duties depending on residents' and units' needs. • This post is exempt from the Rehabilitation of Offenders Act 1974 and this means that any criminal conviction, including spent convictions, must be made known at the time of the application.



The chart shows the typical staff reporting structure of St Monica Trust's Dementia Care Home units.



Lead and Registered Nurses are responsible for running our **Nursing Dementia Units**.

Our **Residential Dementia Units** are run by Senior Support Workers who are directed in the medical/clinical care of residents by external District Nurses, GPs or other medical professionals.