

Job Description

Post:	Senior Support Worker – Cambeck Close
Band:	4
Responsible to:	Unit Manager
Main Contacts:	Service users, families and carer's, Unit Manager, Multi-disciplinary team, other external agencies / partners.

Job Summary

The post holder will work within the Learning Disability Short breaks service Cambeck Close predominately on the Cambeck site within the borough of Bury and may at times work across the footprint of Pennine Care. Our new service aims to provide a therapeutic model of care to people aged 16-25 years with a Learning Disability with or without Autism who are experiencing a period of crisis by the provision of a service to reduce hospital admissions and offer of a de-escalation programme.

The Senior Support Worker will be a role model to others through demonstrating excellent support to those in our care and will work collaboratively with the Unit Manager to support and manage the unit effectively. Working with the multi-disciplinary team and the Unit Manager you will contribute to the ongoing assessment, providing and monitoring care in line with the pathways and as agreed with supervising clinician(s).

The Senior Support Worker will have a breadth of knowledge in providing holistic and person-centered care and support for people with a learning disability. The Senior Support Worker will be responsible for ensuring high quality care and the model of care is applied through their collaborative management and includes the supervision of other support workers.

The Senior Support Worker will be responsible for ensuring all relevant standards and plans are maintained during shifts. They will work closely within a culture of positive collaboration with Unit Manager and multi-disciplinary team.

The postholder will be equipped with the relevant skills, attitudes and behaviors and will act in accordance with all relevant standards of practice.

Main Duties and Responsibilities

Clinical

- Under the supervision and working in partnership with a Unit Manager provide and

deliver a high standard model of care contributing to the ongoing assessment, providing and monitoring care based on evidence and working in partnership with the multi-disciplinary team.

- Provide compassionate, safe and effective care and support to clients.
- Monitor the physical, mental, emotional and behavioural health and wellbeing needs of service users within their care on a continual basis in partnership with patients, families and carer's, ensuring appropriate escalation when required.
- Support service users to improve and maintain their mental, physical, emotional and behavioural health and well-being.
- Promote comfort and well-being by ensuring that the service users personal and social needs are met and be able to care for their nursing needs as required and directed within individualised care plans alongside the multi-disciplinary team.
- Prioritise and manage own workload, recognising where elements of care can safely be delegated to other colleagues, family members and carer's.
- Provide and receive sensitive information concerning a service user medical and/or emotional condition.
- Work with the multi-disciplinary team and engage with other agencies and community teams to ensure a safe, individualised approach to the admission and discharge of service users.
- Maintain accurate, contemporaneous service users records in line with Trust policy.
- To ensure that interventions are provided within a least restrictive environment where possible.
- Provide effective evidence-based care for service users under the indirect supervision of the service manager in order to perform non-complex activities, in line with clinical governance and professional standards.

Communication

- Communicate effectively with dignity and respect to all service users, their families and carer's giving consideration to potential barriers to understanding.
- Communicate effectively with colleagues, providing clear verbal, digital or written information and instructions when sharing information, delegating or handing over responsibility for care.
- Recognise and report any situations, behaviours or errors that could result in poor care outcomes.
- Report accidents, incidents, near misses or complaints following Trust policies / procedures.
- Contribute to a culture where all staff feel safe to raise their concerns [and that] speaking up about what these are is a normal part of their routine.

Medicines Management

- Recognise the effects of medicines, allergies, drug sensitivity, side effects, contraindications and adverse reactions.
- Undertake safe and effective administration and optimisation of medicines in accordance with Trust policy.
- Administer medicines via the following routes, oral, topical, rectal, subcutaneous and intramuscular in line with Standards and Trust policies.
- Understand processes for escalation of concerns to seek timely advice where concerns arise, including in an emergency.
- Attend mandatory training in relation to managing physical health needs / medicines management as required and maintain compliance with required training.
- Comply with Trust policy in relation to any safety critical medicines.
- Monitor the condition and health needs of service users within their care following administration of medication.
- Recognise and report any situations, behaviours or errors that could result in poor care outcomes related to medicines management.

Education and Development

- Comply with mandatory competencies in line with Trust policy.
- Maintain own continuing professional development and contribute to formulation of own objectives and personal development plan.
- Support, supervise, teach (where appropriate) and act as a role model to support workers and new staff members, promoting reflection and providing constructive feedback.
- Contribute to the maintenance of the learning environment.
- Adopt a reflective approach to own practice with a view to continually improve.
- Undertake further training as required, prior to carrying out any additional duties identified as relevant to role, to comply with Trust policies and procedures

Research and Development

- Contribute to surveys, audits, research activity as required to own role, supporting recommended changes in practice.

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process.

General Duties of all post holders

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
- To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
- To be aware of and work towards the Trusts strategic goals.

Standards of Business Conduct

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.
- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.
- The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.
- The post holder will be required to develop and maintain good working relationships with all service users, staff, contractors and where appropriate, members of the public.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

Equality and Diversity and Equal Opportunities

- The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.

- The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
- The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

Safeguarding

- Appointments to regulated and controlled activities require an enhanced DBS disclosure.
- All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.
- All staff should refer any safeguarding issues to their manager and escalate accordingly in line with the Trust Child and Adult Safeguarding Policies.
- All staff must maintain compliance with mandatory safeguarding training and understand processes for reporting and escalation where any safeguarding concerns arise.

Professional and Personal Development

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.
- The post holder will be involved in a formal My Yearly Conversation with their manager at least every 12 months. Once performance / training objectives have been set, the staff member's progress will be reviewed on a regular basis, so that new objectives can be agreed and set, in order to maintain progress in the service delivery.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Confidentiality and Information Governance

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.

- All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.
- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

Health and Safety at Work

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.
- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public.
- All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

Infection Control

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

