



Senior Support Worker | Person Specification

The senior support post is a first stage management role. This person must be flexible in attitude and a 'problem solver' when things do not go according to plan. He/she should develop the ability to take decisions confidently in the absence of the Registered Manager and should act in a supervisory role in matters related to providing the high standard of care and support for service users which is promoted within Nightingale Holistic. At certain times the senior supporter will be the lead person within the flats of the tenants. This person must therefore develop a good working rapport and gain the trust of tenants and colleagues; as a reliable and confident person with the qualities of empathy, consistency, friendliness, patience and understanding.

Familiar with the Mission Statement and Statement of Purpose this person should also have a good working knowledge of all policies and procedures and be able to apply them effectively in the workplace. A sound working knowledge of Autism and Aspergers Syndrome is essential and an ability to connect and empathise with the difficulties service users experience socially and personally in the community or at home on a daily basis.

He/She should have a friendly, approachable manner at all times when on duty and be knowledgeable about the laws relating to health and social care in a supported living setting; having excellent interpersonal and communication skills to support the team without resorting to institutional or authoritarian attitudes. He/She should be open to new ideas and be a 'can do' person with honest, reliable qualities in his/her character. He/she should convey an example to other staff by adhering to the company dress code, wearing photo identification and the company badge at all times when on duty.

The senior support workers at Nightingale play an important role in service delivery particularly by representing the Company and managing in the absence of the Duty Manager and Responsible Director. They are required to identify risk and prepare risk assessments, to update Lifestyle and Health plans of individual tenants, to be alert to any health problems the tenants may be experiencing and to take a proactive approach to behaviours that challenge. The senior must ensure they are familiar with all needs of each service user and monitor for change – bringing those changes to the attention of management and other staff efficiently through use of the communication book, diary and staff meetings and handovers. They also are the first point of contact for families and other professionals in the absence of the Duty Manager.

Ideally a senior supporter should preferably have or be working towards an Diploma 3 or an equivalent qualification; for example a certificate. A certificate in health and social care for these purposes would be a first year university level course and distinctive from the lesser beginner certificate in health and social care courses that are available now at some colleges. All original certificates will be required to be produced at interview.

Senior supporters should be familiar with the Fire Procedure and with Health and Safety requirements in general to the point of guiding and advising their team.

Senior support workers should be open to committing to extra training as suggested by the 'Responsible Person' to ensure their skills remain current in accordance with present care 'outcome' requirements and to exceed those requirements in autism training.

Attending these courses may occasionally encroach into time off and candidates should expect to commit to this level. Senior supporters are expected to 'lead by example' and have a responsibility to mentor less experienced colleagues and help them to develop as efficient workers. Senior support workers are selected for their expertise and potential management skills and should be ambitious to do well in their chosen career and to further the interests of the company through professional manner, honesty and integrity at all times.

As a senior supporter it is necessary to attend staff meetings. There are four major full team meetings per year which can last up to or over one hour for which payment is given at the regular rate. There are also frequent in house meetings between seniors and Management or supporters when on shift. These may be prior to the handover or during the shift whichever is convenient to the activities of the tenants.

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