



Senior Support Worker

Job Description

Service:	Children and Young People
Job Title:	Senior Support Worker
Responsible For: (through line management structure)	Support Workers and Volunteers
Responsible To: (through appraisal process)	Treetops Co-Ordinator
Job Purpose:	To be part of a team that provides a round-the-clock range of flexible, creative leisure opportunities and support for disabled children and their families based from the short-breaks service
Job context:	White Lodge is an independent voluntary organisation working with children and adults with disabilities. All staff must adhere to its agreed aims and objectives.

White Lodge General Employment Policies

- To work within the context of all the organisations policies and procedures.
- To work in a way consistent with the principle of equal opportunities, giving each person practical skills and social status that are valued within their communities, ensuring anti-racist and anti-sexist work practices which promote anti-discriminatory attitudes and behaviour.
- To be aware of and sensitive to the impact of class, gender, race and prejudice on attitudes, professional relationships and professional judgement and be willing to intervene.
- To maintain confidentiality at all times and to ensure respect for, proper observance of and adhere to the organisation's confidentiality policy for all staff.
- To ensure all relevant aspects of Health and Safety requirements are known and adhered to, ensuring the health and safety of staff and volunteers at all times.
- To undertake any other duties which are consistent with the post.
- This job description is subject to periodic review and it is expected the post holder will contribute to the active development of the role as the needs of the organisation alter and to be available and willing to undertake training as appropriate.

Accountabilities and Tasks

Legislation / Health and Safety

- Ensure that all practices are in line with relevant policies, procedures, risk assessments and standards monitored by Ofsted.
- Keep clear accurate and up to date records and ensure that all paperwork is filed correctly and securely.
- Maintain the security of the environment, report any major concerns to the Coordinator.

- Maintain a high standard of hygiene through the environment, reporting any concerns to the Coordinator.

General Tasks

- Plan, provide and support children/young people to take part in a range of fun, safe and creative play and leisure activities.
- Support children/young people using the service to maintain a high standard of personal hygiene and cleanliness.
- Ensure the privacy of all children/young people is respected as far as possible, particularly in reference to their personal care.
- Ensure children / young people are physically comfortable, particularly those who may be dependent on others to manually handle them into position.
- Ensure appropriate communication tools are always available to all children / young people.
- Ensure that you are actively working towards individual outcomes for each child/young person.
- Prepare meals and refreshments taking into account dietary requirements and cultural needs.
- Meet the health care needs of all young people, including administering medication.
- Report any changes or concerns relating to the children/young people and their families to the Coordinator.
- Contribute to the assessment and implementation of the All About Me documents, including risk assessments for all children / young people using the service.
- Work with families and other professionals to provide a co-ordinated service, attend reviews etc.
- Act as a key worker for a number of families, ensuring they are kept involved in all aspects of their child's care.

Specific duties

Leadership

- To demonstrate a positive attitude and lead by example. Have overall responsibility for the entire shift including handover, allocating one to one support staff with children known to them.
- Ensuring that all staff are familiar with emergency medical protocols,
- Ensure staff are actively working towards individual outcomes for each child and are recorded.
- Ensuring all staff are familiar with dietary requirements / cultural/religious needs and behaviour statutory plans.
- In conjunction with the Co-ordinator ensure compliance with the policies and procedures for the good management of the service.
- Undertake correct procedures and demonstrate best practice to all staff and to conduct spot checks on shift ensuring staff are complying with requirements i.e. using correct manual handling techniques.
- Ensure implementation and participate in the development of the White Lodge policies and procedures in respect of assessing the quality of support and care services provided

Management

- Provide effective support to the Co-ordinator.
- Ensure Treetops is compliant to statutory policy i.e. complying with the Health and Safety policy, ensuring that if an accident or incident occurs that all paperwork is completed correctly.
- Maintain a secure environment reporting any major concerns to the Co-ordinator or Head of Service.

Supervision of Staff

- To be responsible for the effective management and supervision of staff within at Treetops, in order to maximise staff effectiveness and motivation.
- Act as line manager (when Co-ordinator not available) and supervisor to staff who are providing support and care.
- Take part in the identification of staffing needs, recruitment and selection of staff as appropriate.
- To participate in the induction process for new staff and volunteers.
- To appraise annually the performance of support staff and undertake supervision of staff.
- Address performance issues i.e. inappropriate behaviour, time management, practices in accordance with the appropriate policy.
- To assist the Co-Ordinator with the rota requirements.

Service and Personal Development

- Full time staff are expected to attend at least six staff meetings per year.
- To contribute to discussion in order to develop and promote good practice across the service, part time staff are expected to attend appropriate to their role.
- Attend training to comply with legislation and meet the individual needs of children.
- Liaise with visitors to the service, including families, health, education, social care representatives and inspectors.

Personal Requirements for the Role

- Strong Leadership skills - ability to lead a team, a desire to make a positive contribution, be able to evaluate practice and exchange skills and ideas for the benefit of the service.
- Demonstrate flexibility in self and have good time management skills.
- A desire to ensure disabled children / young people have access to the same opportunities as others.
- An enjoyment of working with children /young people and the ability to engage children/young people in activities.
- An ability to work as part of a team and exchange skills and ideas for the benefit of the service.
- An ability to remain calm in a crisis to enable you to handle difficult situations.
- Strong communication skills, including written, verbal, listening, observation and negotiation skills.
- Ability to use IT.
- Punctuality.
- An ability to work flexibly.

Qualifications, Training and Experience

- A relevant level 3 qualification e.g. NVQ Child Care, Health and Social Care.
- Proven experience in the provision and management of support and care and advice/advocacy services to vulnerable groups.
- Proven experience of effective staff management, development and training, and a willingness to assess staff undertaking NVQs.