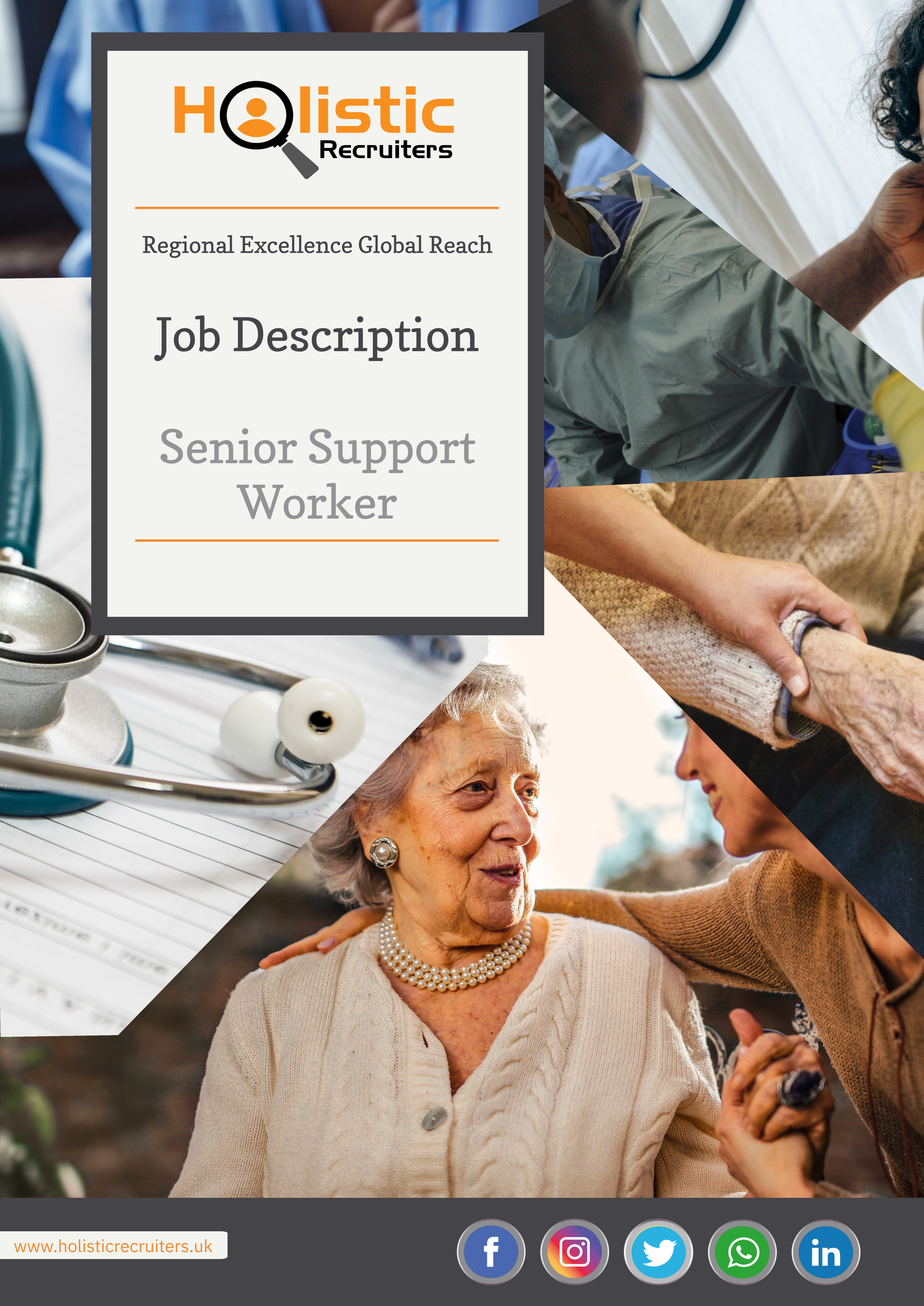




Regional Excellence Global Reach

## Job Description

### Senior Support Worker



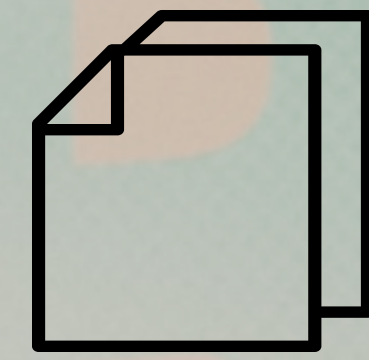


# What This Document Contains



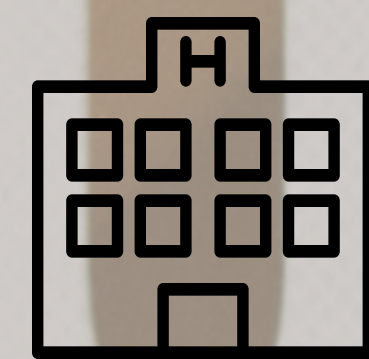
## Who we are

An introduction to Holistic Recruiters



## Job Description

What responsibilities you will have and what will be expected of you



## About the Service

All you need to know about the place of work



## Benefits

All the extra advantages you will gain whilst working with us.



## Contact Details

Contact details for any inquiries



# Who We Are

Holistic Recruiters Ltd offer a range of care services to support people living in their own homes. Our aim is to enable service users to live their daily lives to the full, knowing that with our team, they have choice, support, safety and professional assistance that they can rely on. Our staff will always put the person at the centre of care, providing a complete care package tailored to the needs of the individual. The care package is reviewed on a regular basis to ensure that it continues to meet the needs of the service user.

## **Supporting the Individual**

We will:

- Take time to understand the daily routine of each service user- cultural needs and beliefs, personal care, activities, leisure interests and domestic tasks.
- Maintain the individual's dignity and privacy.
- Offer support to develop new skills and increase confidence.

## **Health Management**

We will:

- Help the service user to identify any health needs they may have.
- Assist with the management of health needs by giving support i.e. attend any health care and dental appointments.
- Give support to manage any medication, should this be required.
- Continually promote health and aim to increase the service user's knowledge about how to maintain a healthy lifestyle.

## **Risk Management**

We will:

- Provide service users with an individual risk assessment and strive to provide the best opportunities and choices within this framework.
- Give individuals the freedom to try different activities and experiences.
- Manage responsibly any risks relating to health, neglect, violence, aggression, self-harm or harm from others, exploitation and community access.
- Hold the following policies: Equality and Diversity policy, Equal Opportunities policy, Human Rights policy and Safeguarding Adults policy.





# Job Description

**Post:** Senior Support Worker

**Responsible to:** Deputy Manager

**Location:** May vary

**Working hours:** 5 days over a 7-day period, shift patterns to be agreed with the manager.

**Contract type:** Temporary/Permanent/Temp to Perm

## Job Overview:

- To provide care in accordance with best practice and legislative requirements, reflecting policies and procedures and agreed standards under the direction of the Senior Carer/Care Coordinator
- To support and enable Service Users to maintain skills and personal interests whilst delivering person-centred care unique to the Service User
- To maintain skills a current level, under take such training and developments required from time-to-time to maintain and progress knowledge

## Key Responsibilities:

- Ensure Service Users are at the heart of care delivery and their wishes and preferences enhance their wellbeing
- To support Service Users with all aspects of their day to day living, enabling them to enjoy the best possible quality of life
- Most of the employee's work will be alone with the Service User in their home
- Compassion, good communication skills and a calm and caring manner are essential for this important role
- Ensure Care Plans and other information about how to support Service Users are followed
- Be responsible for informing the Senior Carer/Nurse of any changes in the needs of Service Users
- Be responsible for promoting and safeguarding the welfare of those individuals they support

## Specific Requirements:

- Good English - written and verbal skills
- RQF Diploma level 3 Health and Social Care
- Supervisory or management qualification



## Do's and Don'ts



- Act as a companion for your client.
- Listen to them when they are speaking.
- Pay attention to their surroundings.
- Act proactively, especially when it comes to their medical condition.
- Keep a positive attitude.
- Finish all tasks that they have asked of you for the visit.
- Give your client space when needed.
- Remember that you are in their home and you should respect it each time you come to take care of them.



- Overstep, especially when it comes to their private matters and family matters.
- Use your phone when working, if there is an emergency use the home phone or ask for permission to use your phone
- Violate privacy, including but not limited to going through their belongings, eavesdropping or lingering when not necessary.
- Be late. Punctuality is of the utmost importance, especially if your client needs to be somewhere or take certain medications at a certain time.
- Forget that you are valued, appreciated and an essential part of your client's health and happiness.



# Specific Requirements

## Proficient Written Skills:

- Maintain all Care Plans/care records in accordance with Holistic Recruiters Ltd policy and audit care records following company policy to ensure compliance

## Key Responsibilities:

- Ability to induct and orientate new employees to the job role and service
- Organise and plan supervision and appraisals for care staff
- Provide and oversee staff providing people with support/assistance as they accomplish daily tasks, including bathing, eating, dressing, grooming and using the bathroom
- Dispense medication following Holistic Recruiters Ltd policies and procedures
- Communicate any problems, concerns or changes to Service Users' family members as needed

## Communication Skills:

- Senior Carers need to build rapport with Service Users by establishing personal connections and showing interest in their lives
- The post-holder should recognise the importance of effective communication within the multi-disciplinary team, with Service Users and their families/friends, whilst recognising people's needs for alternative methods of communication and respond accordingly
- To greet visitors and show prospective Service Users and families the facilities as required

## Problem Solving Skills:

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# Key Relationships



## Working With others:

- Develop effective working relationships with other employees
- Work in cooperation with members of the multi-disciplinary teams to maximise opportunities for people
- If desired by the Service User, maintain and develop relationships with family, friends and other people important in their life

## Leading by example:

- Seek opportunities for personal and professional growth
- Be a role model for other Support Workers and be an ambassador for the service
- Be professional, polite and reasonable at alltimes

## Personal Responsibilities:

- Commit to achieving the relevant qualifications commensurate with the role
- Attend statutory training and any other training as directed by management
- Understand and follow all policies and procedures relevant to the role
- Be open to learning opportunities

## Safe Guarding.

- Holistic Recruiters is devoted to protecting and supporting the welfare of staff, and residences who are at danger, and we expect all employees and volunteers to follow suit.
- We require all employees to complete internal and external safeguarding training.
- Holistic Recruiters provides ongoing training to its employees.

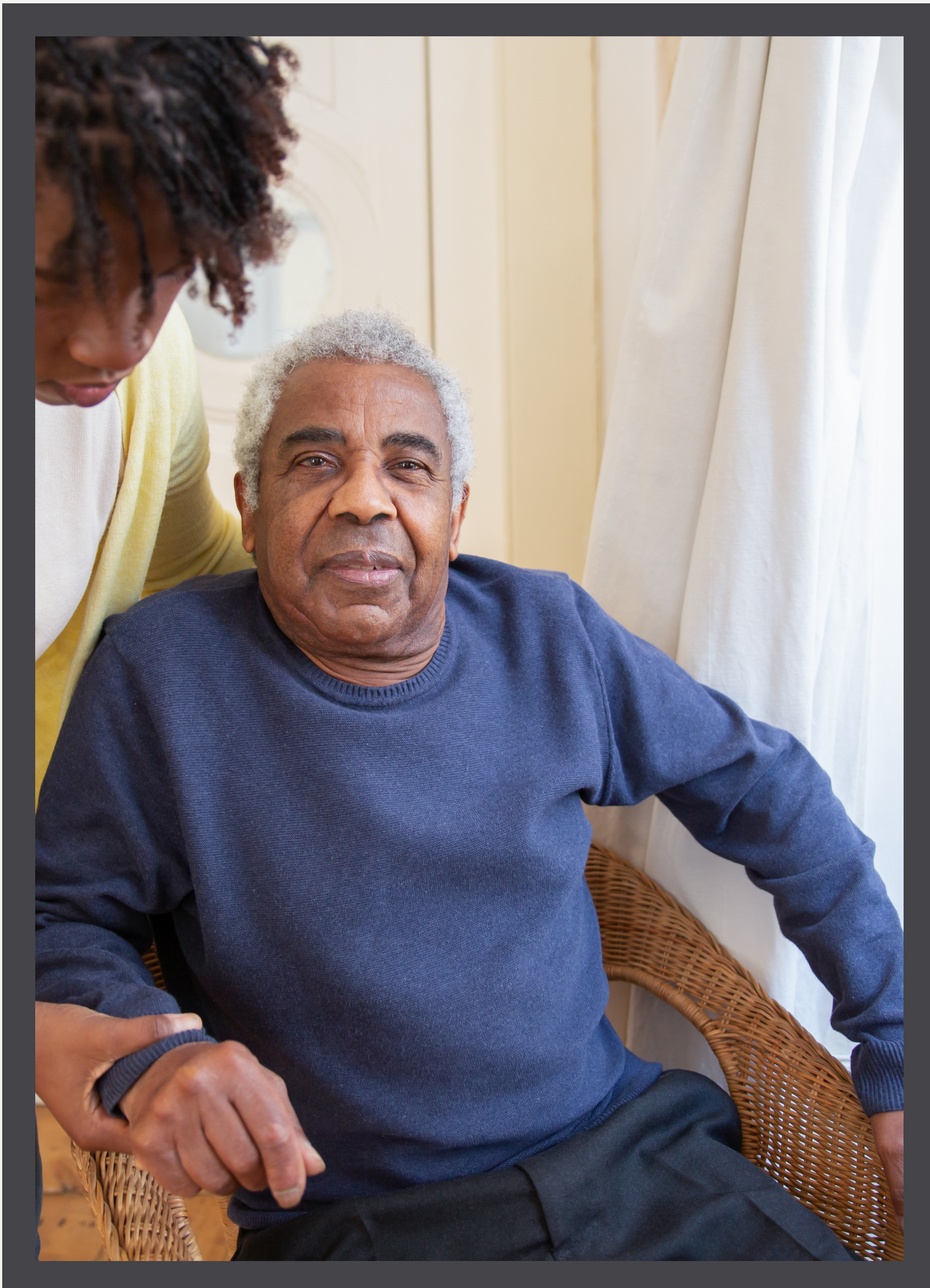
## Relationship with people you line manage (if applicable)

- Build a positive, supportive and respectful relationship with the staff you manage
- Be mindful of the wellbeing of those you manage
- Be a role model and a leader
- Provide opportunities for others to develop new skills and learn





# Benefits



We will provide the relevant training based on your role



We can do a DBS check, if required



We can assist with travel and accommodation



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[www.holisticrecruiters.uk](http://www.holisticrecruiters.uk)

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