



# Frances Taylor Foundation

DIGNITY AND RESPECT FOR THE INDIVIDUAL



## JOB DESCRIPTION

**Job title:** SENIOR CARE AND SUPPORT WORKER

**Services/Locations:** St Joseph's Home, Liverpool

**Responsible to:** Team Leader

**Responsible for:** Care and Support Workers  
Any other staff as required

### Purpose of the job:

Purpose of the job: provide support to individuals in our care that enable them to make choices, participate in activities and achieve their potential in life. To ensure our care and support staff work safely and in compliance with our internal and external requirements so that the individuals we care for can trust us and feel safe and confident in the support we provide them.

To support and assist the Team Leader in the effective day to day operational management of the service, ensuring high quality, cost effective services. To work with the Team Leader and any other Senior Care and Support Worker(s) in promoting high standards of practice conducive to meeting the social, emotional, physical and spiritual needs of the people living in the home. To supervise, and oversee the work of, part of the team of Care and Support Workers, reporting any staff management issues to the Team Leader. To work as part of the team, provide support to service users, in the home and accessing community.

### Main duties and responsibilities:

#### People in their home:

- Offer support and care based upon high values for people in daily practice, e.g. choice, privacy, individuality, dignity, etc. Because of the needs of the service users this will include sometimes high levels of personal care according to a service user's support and care plan.
- Plan in a sensitive manner, as well as helping individuals to make decisions about their own lives, by working within the guidelines of Frances Taylor Foundation [FTF] Person Centred Planning Policy and the principles of the Mental Capacity Act.

- Support service users with all areas necessary for them to live independently, maintaining valued friendships and family networks and reporting to appropriate professionals where this is not possible.
- Support people with and/or administer prescribed medication as detailed in support and care plans, and following policy guidelines, by receiving Medication training that is a Level 3 qualification from the Frances Taylor Foundation, that enables safe practices with specific medications to be dispensed safely and recorded appropriately.
- Follow agreed support plans/risk assessments with the individual.
- Provide the main link between the service user and more senior staff, highlighting any changes in wishes or needs which will involve changes to the support plans or risk assessments.
- Complete paperwork demonstrating that outcomes described in individual plans are being achieved.
- Respect confidentiality and follow policy guidelines.

### **Operational:**

- To ensure the delivery of a personalised service and to support the sharing of knowledge, ideas and skills in the staff team.
- To demonstrate leadership to all staff working in the service, including allocation of duties to Care and Support Workers on each shift.
- To help promote a culture which allows staff to maximise their potential and is underpinned by open, honest communication and team working across the service.
- Through individual supervision of Care and Support Workers and through day-to-day oversight of the service provided, ensure that staff performance is monitored and any necessary corrective action is proposed to the Team Leader.
- To support the provision of training development opportunities, to ensure staff undertake their role and deliver high quality support to service users.
- To take part in the assessment of needs and wishes of any prospective new service users, and develop person centred support and care plans with them, to ensure the service has the ability safely and effectively to offer care and support for anyone who chooses to live at the home or attend as a Short Break facility.
- Work in ways which demonstrate that the needs and wishes of the service users are at the core of all services delivered, and support service user involvement in the management and development of the service..
- To prepare reports, staff rotas, etc., as requested by the Team Leader.
- To carry out regular supervision and appraisal of those Care and Support Workers allocated for line management by this post.
- To follow and implement FTF policies and procedures at all times, and ensure that Care and Support Workers likewise are aware of, and comply with, current policies and procedures.
- Maintain good working relationships with other health and social service professionals and agencies involved with the service users. To develop and maintain relationships with relatives, neighbours and others in the local community.
- Carry out all administration requested in relation to the role and daily requirements.
- Carry out tasks that ensure the smooth day to day operation of the home.
- Work within the framework laid down by the CQC, and commissioned support and any other relevant legislation and contract.
- Ensure that service users and staff are fully aware of fire and emergency procedures.

- Comply at all times with the duties and responsibilities outlined in FTF Health & Safety Policy.

#### **Service Users:**

- Ensure service users individual needs are identified and met.
- Support each individual in the development of everyday living skills.
- Support each service user to set and achieve goals.
- Encourage service users to make their own decisions.
- Support service users to make full use of community facilities.
- Support individuals with their emotional, physical, mental and spiritual needs, being alert to changes or deterioration in their condition and taking appropriate action, as necessary.
- Support and enable individuals in our care to develop and maintain effective communication with family, friends and other professionals.

#### **General:**

- Work as part of a team, actively participating in meetings, bringing forward ideas and contributing to relevant decisions.
- Undertake lone working, in the flats and in the community, as required.
- Post holders are expected to undertake relevant qualifications prioritised by the demands of the job role and the service requirements.
- To be able to work flexibly and where needed cover evenings, bank holidays, weekends and sleep-ins if required, as well as participating in any out of hours on-call arrangements. (Apart from sleep-ins, these requirements have been taken into account in the grading of the post).
- Any other duties consistent with the responsibilities of the post at the request of the Team Leader.

#### **Additional duties:**

- Participate in the development of this job description as necessary. This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.

This job description is not an exhaustive list of duties and should only be seen as a general guide. As duties and responsibilities of this post may change and develop over time, this job description is subject to amendment. The line manager, in consultation with the post holder(s), will propose appropriate changes as necessary.

**Signed .....** **Date .....**  
**Post Holder**

**Signed.....** **Date .....**  
**Service Manager**