

# Senior Support Worker Profile

## My role purpose is

**With the management team, to lead and develop support services in accordance with person centred approaches, and positively encourage community links and relationships. To support and promote Avenues vision, values and operating principles.**

## My key accountabilities are to

- Promote and uphold the privacy, dignity, rights, health, safety and wellbeing of people using the services
- Put the needs, goals and aspirations of the people who use the services first, helping them to be in control of their lives
- Consistently demonstrate the standards outlined in the *Skills for Care, Code of Conduct for Support Workers and Adult Social Care Workers in England*
- Work with others to develop services in accordance with the requirements and aspirations of those that use them
- Actively seek out links with local groups, activities and facilities, enabling community connection and inclusion
- To establish and promote positive professional relationships with colleagues and those connected to the people who use the services

## My key responsibilities are to

- Take responsibility for my actions and inactions
- Proactively share information and knowledge
- Be an Ambassador for the organisation
- Encourage and support people who use the services to express their views and needs
- Complete and maintain up to date and accurate records
- Keep up to date with all relevant information about the services and the people who use them
- Take ownership of my own personal development and the quality of my work
- To work with the management team to reinforce a culture of continuous improvement within the services
- To work with the management team to develop and manage employees in a fair and consistent manner

## I will be measured by

- Evidence of building and maintaining solid relationships with customers, families, advocates, care professional and colleagues
- Compliance with relevant regulatory bodies, internal policies, procedures and best practice principles
- Evidencing accurate and up to date records appropriate to the service and the people that I support
- Evidence of enabling community connection and inclusion for the people that I support
- Consistent management of the team in accordance with policy, procedure and best practice

## What personal qualities and behaviours must I be able to demonstrate?

- Inspiring and motivating the team
- Common sense approach
- Compassion and kindness
- Honesty and openness
- Consistency
- Empathy
- Influencing at all levels

## What knowledge and experience should I have?

- Basic understanding of Health and Social Care regulatory bodies
- Understanding of working with people disadvantaged through illness and disability
- Knowledge of the local area to where I work
- Level 3 diploma in Health and Social Care, or equivalent, or be willing to work towards
- Knowledge and experience of supervising and developing team members

## What skills will I need to demonstrate?

- Numeracy and literacy
- Self-motivation
- Communication
- Practical daily living skills
- Adaptability
- IT skills
- Practice leadership
- Influencing skills