

JOB DESCRIPTION

1. **TITLE** Senior Care Support Worker
- 1.1 **EMPLOYED BY** Crossroads Together
- 1.2 **RESPONSIBLE TO** Care Co-ordinator
2. **OVERALL PURPOSE OF THE JOB**
 - 2.1 To fulfil all duties as outlined in the Carer Support Worker's Job Description and in addition:
 - 2.2 To work as part of the Care Team providing cover for Carer Support Workers unallocated work, new referrals, double-ups, holiday and sickness leave, or to investigate risk.
 - 2.3 To monitor the quality of service being delivered by Carer Support Workers including Health and Safety issues highlighting and reporting areas of concern to senior staff.
 - 2.4 To provide hands-on training and coaching as required.
3. **PRINCIPAL TASKS**
 - 3.1 To undertake client reviews, update care plans and liaise with Care Coordinator regarding any changes required.
 - 3.2 To undertake regular spot checks, for Carer Support Workers within the team, in liaison with the Care Co Ordinator prepare reports for senior staff highlighting areas which need addressing or commendation.
 - 3.3 To provide cover in the office at times of holidays, sickness etc, answering telephone, dealing with enquiries and other general administration duties as determined by the Registered Care Manager or other senior member of staff.
 - 3.4 If required to represent Crossroads Together at client reviews, case conferences and at other professional meetings, in consultation with the Care Co Ordinator, recording details and outcome following laid down procedures and giving feedback to appropriate senior staff regarding any action to be taken.
 - 3.5 The post-holder must be willing to be on call at specified times during the 24hour period via the use of a mobile phone and take responsibility on a rota basis for cover during weekends, public holidays and to deputise for colleagues in their absence.
 - 3.6 To be familiar with regulatory requirements and ensure that Crossroads Together Policies and Procedures are implemented, in particular those which relate to service delivery.
 - 3.7 Report any urgent or serious staff or client related problems to the appropriate senior staff without delay. Incident reports must be completed and passed to CCO within 24 hours.
 - 3.8 To assist the Care Co Ordinator in the advice and support of Carer Support Workers.
 - 3.9 Attend team and other relevant meetings as required.
 - 3.10 To assist, if required, with work programming and rotas, including the production of work schedules.

Undertake any other duties that may be considered commensurate with the level of the Post.

4 TRAINING AND DEVELOPMENT

- 4.1 Participate in training for own personal development within the role
 - 4.1.2 To attend study days, seminars and courses as determined by training and development needs.
 - 4.1.3 It is a requirement of this role to maintain understanding and knowledge of Crossroads Together Policies and Procedures and quarterly updates.

5 QUALITY

- 5.1 To monitor the quality of services delivered to ensure compliance with relevant regulatory requirements and CROQUET standards.

6. GENERAL TASKS

6.1 COMMUNICATION

- 6.1.1 To be aware that any telephone contact made with the office is important.
- 6.1.2 Maintain a sympathetic approach to service users or potential service users on the telephone and to be aware of their possible distress.
- 6.1.3 Liaise with your line manager, work colleagues, trustees and personnel from other organisations as required.
- 6.1.4 Be aware of the need for accurate message taking and to pass messages on effectively.
- 6.1.5 To be aware of the Crossroads Together philosophy and be prepared to give general information about the scheme.

6.2 OTHER TASKS

- 6.2.1 Maintain good relationships with service users, voluntary, statutory organisations, colleagues, trustees, volunteers and members at all times.
- 6.2.2 To operate the computer system utilising software as appropriate.
- 6.2.3 Provide information relating to Crossroads Together to other organisations as required.
- 6.2.4 To maintain an efficient filing system.
- 6.2.5 To accept that adaptability is essential and that the needs of service users come first.
- 6.2.6 To follow Crossroads Together Code of Conduct.
- 6.2.7 To act in accordance with Crossroads Together policies, procedures and standards.
- 6.2.8 To treat all carers and service users with respect and sensitivity recognising the need for confidentiality at all times.
- 6.2.9 To participate in supervision, appraisal and training sessions to ensure that standards are consistently maintained.

- 6.2.10 To maintain accurate records as directed and carry out any administration tasks as required.
- 6.2.11 To work as part of a team, supporting colleagues and providing a flexible service. The role will also include working alone and managing own workload.
- 6.2.12 To respect the personal choice of lifestyles of colleagues, carers and people with care needs ensuring that equal opportunity principles are applied at all times.
- 6.2.13 To undertake any other duties commensurate with the post holder's grade that may from time to time be requested.

The contents of this job description may vary from time to time.

Hours of work

Working hours will be flexible and can be at any time with the 24hour period, Saturday to Friday inclusive, in order to meet the needs of the Scheme and the families receiving help from the Scheme, and will include some 'on call' duties 'outside of office hours'.

IT IS IMPERATIVE THAT CONFIDENTIALITY BE RESPECTED. FAILURE TO MAINTAIN CONFIDENTIALITY CONSTITUTES GROSS MISCONDUCT AND WILL RESULT IN DISCIPLINARY PROCEEDINGS AND PROBABLE DISMISSAL.

Person Specification

Post of: Senior Care Support Worker

Essential	Desirable
Experience /Qualifications <ul style="list-style-type: none"> Health and Social Care NVQs level 2 or equivalent Experience of working within health and social care setting (minimum 2 years) Experience of using IT packages including, word, excel, Care databases 	<ul style="list-style-type: none"> Health and Social Care NVQ level 3 or equivalent Previous experience of creating / managing work schedules would be advantageous
Skills & Abilities <ul style="list-style-type: none"> Ability to communicate effectively both within the organisation and externally Competent in the use of IT tools including Word, Excel and care data base Ability to carry out assessments and reassessments including risk assessments Ability to work as part of a team Ability to prioritise own workloads Ability to manage resources effectively Excellent customer care skills 	<ul style="list-style-type: none"> Ability to make decisions Excellent people management skills Ability to represent the organisation at external professional meetings
Knowledge <ul style="list-style-type: none"> Understanding safeguarding issues and the procedures to follow An understanding of carers' issues Understanding the importance of policies and procedures in the workplace An understanding of disability and impact on the cared for and the carer 	<ul style="list-style-type: none"> Comprehensive knowledge of care practice including health and safety and legislation Knowledge of the Care Quality Commission and the 5 key standards Understanding the need for Internal Audits to ensure the organisation is meeting its own quality standards or contractually
Specific requirements <ul style="list-style-type: none"> Car driver, with access to own vehicle Willingness to travel between and work at other sites willingness to be on call at specified times during the 24hour period via the use of a mobile phone and take responsibility on a rota basis for cover during weekends, public holidays and to deputise for colleagues in their absence. 	