

JOB DESCRIPTION

Job Title:	Senior Support Worker – Engagement & Employment Service
Full Time Salary based on 37.5 hours :	£26749.30
Responsible to:	Service Manager – Engagement & Employment Services

Main Purpose of the Role

- To assist the Co-ordinator & Service Manager in the operation administration and development of the Engagement & Employment Services working to a unified ethos and vision for the service.
- To facilitate the physical, emotional and social wellbeing of service users by the development and implementation of an innovative programme of opportunities and activities, promoting community integration and participation.
- To support adults with a range of needs within the Engagement & Employment Service, and where necessary support them in the community to achieve their individual aspirations

Key Responsibilities

- To deputise in the absence of the coordinator(s), and actively support with the smooth day to day running of the Engagement & Employment service, through coordination of staff to fulfil programme requirements, and training
- To work flexibly and collaboratively across the whole service and support the management team, to deliver an innovative Engagement & Employment service.
- To liaise with external provider, in the co-ordination of the transport for service users, including the allocation of staffing to ensure appropriate staffing levels.
- In the absence of the co-ordinator support with the day to day supervision of staff, including undertaking return to work interviews and any other meetings as required under the company policies
- Provide administration support to the service including the organisation of petty cash, service user finances, payroll, invoices etc
- To work with colleagues across the service to ensure service users who have employment aspirations are supported to meet these.
- To work in an enabling way, through coaching, mentoring, and creative planned activities to promote and encourage independence using a person-centred approach to identify the specific needs and aspirations of the individual and promote self-advocacy
- Implement outcome focused support and develop opportunities for community integration
- To develop and maintain good communication with stakeholders, including families, carers and wider network
- To encourage a healthy lifestyle and maintain health and wellbeing. This includes helping service users build and maintain relationships and friendships, including being involved in sporting, leisure, cultural and religious activities, supporting and facilitating service users to

access various community venues and activities to enable them to develop relationships and be present within their community.

- To support service users in everyday personal skills such as food preparation, eating, dressing, washing, hygiene and using the toilet. This will include hands-on assistance with personal care, supporting with transport to and from the services, using appropriate moving and handling techniques or equipment as necessary to meet the assessed needs of each individual, at all times respecting their need for independence, dignity and privacy.
- To have a clear understanding of professional boundaries and safe working practices and to demonstrate these at all times
- To collate, create and maintain all relevant documentation required for the assessments and reviews of service users to ensure that support programmes remain focussed on meeting the individual needs of those attending the service ensuring written recording of activities or incidents as required.
- To plan and prepare information prior to reviews and action recommendations of agreed care programmes.
- Assist in the training and development of colleagues to ensure high quality care provision and high performing team approach
- To work the co-ordinator to provide support staff to use a creative approach in helping people to offer positive challenges to broaden horizons and to retain or regain their leisure, social skills and interests and development of community identity, through the development of the activities offered across the Engagement & Employment Services
- To support staff in the creation and implementation of relevant risk assessments.
- To be familiar with Safeguarding Policy and Procedure and good practice relating to this, to implement this in all aspects of working practice and promote it in the team and workplace.
- To access and maintain secure files on Sharepoint to support with the coordination of the Engagement & Employment Services
- To be aware of sensitive information and how to present this and transcribe using appropriate professional and diplomatic language.
- To undertake all duties in accordance with Southend Care Ltd regulations and procedures.
- To contribute to a culture within Southend Care Ltd that values people for their positive contributions for work and encourages and supports high standards of interpersonal behaviour and professional performance.
- To undertake any other duties as may be required to ensure the effective delivery of the Engagement & Employment Service
- Contribute to the overall aim and vision of Southend Care Ltd, and work in accordance with the company's values and behaviours

Working environment

Working from Brook Meadows Home/Viking and Project 49

At times may be required to work in any service within Southend Care Ltd when services are in an emergency or as directed by the Operations Director

Standard Phrases

- To practice within a legal framework encompassing statutory, organisational policy and guidelines
- Ensure a work environment that protects peoples' health & safety and that promotes welfare and which is in accordance with the Company Health & Safety policy.
- To be familiar with Equal Opportunities Good Practice and with the Company requirements for Diversity and to implement this in all aspects of working practice and promote it in the team and workplace.
- This role requires a DBS from the Disclosure and Barring Service
- To maintain confidentiality of information in line with the requirements of GDPR
- You may be required to undertake other relevant and appropriate duties as reasonably required.

Person Specification

Attributes	Activity	Essential or Desirable	How evidenced
Qualifications or membership to a Registered Body	<ul style="list-style-type: none"> • Literacy & numeracy equivalent to GCSE Level 4 	E	A
Knowledge, Experience Skills and Abilities	<ul style="list-style-type: none"> ▪ Experience of working with people with learning disabilities ▪ Good communication skills involving influencing & persuasive skills ▪ Ability to deal with sensitive, emotional & contentious issues as appropriate ▪ Ability to work under pressure and work effectively as a team ▪ Solution focused approach to service delivery ▪ Ability to develop & promote positive working relationships with individual service users, their family and professional colleagues ▪ Flexible & adaptable approach to work ▪ Good interpersonal skills ▪ Good IT skills including Microsoft office 	E E E E E E E E	A & I
Values	We are Caring always providing person centred care and support we would want for ourselves & loved ones.	E	

