



## **JOB DESCRIPTION**

**Job Title:** **Senior Support Worker**

**Purpose of Post:** To provide a supportive environment, encourage independent living, promote choice, and support the staff team in delivering an excellent service.

The key objective of the role is to help provide individual opportunities and choices to the people we support in order that they can develop their skills and realise their full potential.

**Reporting to:** Team Leader/Deputy Manager

**Accountable to:** Deputy Manager and Registered Manager

**Main Duties and Responsibilities:**

1. Work in accordance with company policies and procedures.
2. Attend team meetings, training courses and complete online e-learning as discussed in your probation reviews and supervision meetings.
3. Ensure all aspects of support are provided to the standard of New Directions.
4. Review and update support plans and regularly review to ensure the needs of the people we support are accurate and correct.
5. Support individuals according to their personalised support plan.
6. Enable, encourage and support individuals to achieve their outcomes and gain independence in all aspects of daily living according to their ability.

7. Support individuals with their personal care if required, according to their support plan.
8. Administer and support individuals with their medication, following training.
9. Support individuals to access appropriate agencies for practical, emotional and health advice e.g. Dentist, GP.
10. Ensure that the dignity and rights of the people we support are always respected and maintained.

**Provide a safe, comfortable and supportive environment**

11. Support individuals to actively contribute to the running of their home.
12. Together with management, ensure that the environment complies with the statutory regulations: Health & Safety, Fire, Environmental Health, Care Quality Commission.
13. Report any deficiencies in the service of whatever nature to the Team Leader and in their absence, the Deputy or Manager.
14. Assist with all aspects of domestic duties, including shopping, cooking and cleaning as required and support individuals to maintain and develop skills to their level of ability in these areas.

**Assist individuals we support to see themselves as valued members of the local community**

15. Create and support opportunities for individuals to access social and leisure activities locally in the wider community.

16. Encourage good community relationships.

### **Shift Leadership Responsibilities**

17. Act as Shift Leader in the absence of the Team Leader, taking responsibility for coordinating the shift, leading the team and delegating tasks appropriately.

18. Support the coordination of each shift by ensuring safe staffing levels and appropriate deployment of staff to meet the needs of the people we support.

19. When not acting as the allocated Shift Leader, continue to undertake all Senior Support Worker duties while providing support to the Shift Leader to ensure the smooth running of the service.

20. Work collaboratively with other Senior Support Workers to monitor the wellbeing of the people we support, providing additional support where required and responding appropriately to incidents or situations requiring senior oversight.

21. Coordinate and communicate relevant information, updates and incidents during shift handovers to ensure continuity of care and effective communication between staff.

22. Understand the on-call system and ensure all staff are aware of the arrangements and know how to access support when required.

### **Other:**

23. Act as a mentor and role model to new support workers, bank workers and agency staff to provide a reassuring point of contact and act as supervisor whilst on shift.

24. Complete a documented Induction checklist for agency and bank workers when new within the service.

25. Per shift, check all medication stocks are safe and stored in accordance with the policy.
26. Ensure that any stocks of PPE or first aid equipment is restocked and any concerns reported.
27. Accurately report, record and maintain records as required both electronically and written.
28. Provide cover at other New Directions' services as required.
29. Work shifts to the needs of the people we support including weekends, sleep-ins, night cover, early and late shifts and split-shifts.
30. Such other duties as may be allocated by the Manager.

July 2026