



BIRCHWOOD HIGHLAND RECOVERY CENTRE.

JOB DESCRIPTION

SENIOR SUPPORT WORKER

BACKGROUND

Birchwood Highland Recovery Centre is part of Birchwood Highland, a progressive charitable company based in the Highlands that supports people through mental ill health towards mental well being.

Birchwood Highland Recovery Centre is a centre that focuses on recovery, accommodating up to 22 service users in single rooms, studio apartments and flats.

LOCATION: BIRCHWOOD HIGHLAND RECOVERY CENTRE

REPORTS TO: THE TEAM LEADER / MANAGER

SALARY: £15,240-£17,355

HOURS: 37.5 HOURS PER WEEK. WORKING WITHIN CURRENT ROTA OF DAY AND NIGHT SHIFTS.

1. JOB ROLE

To provide active support as part of a team to enable and motivate service users to achieve their recovery goals and move on from the Recovery Centre in a planned way to their own home in the community or to alternative accommodation relevant to their needs.

2. OBJECTIVES OF POST

The Senior Support Worker will be expected to embrace and promote the ethos of recovery and person centred working, maintaining a warm, supportive and caring atmosphere. To provide opportunities for personal growth and development for service users whilst maintaining respect and dignity and maximising their independence.

The Senior Support Worker will be expected to carry out his/her duties taking full account of the Company's objective to provide nursing and social care, support and rehabilitation where appropriate. This will include supporting service users to take responsibility and control and to acquire the capacity to live in supported or unsupported accommodation, as appropriate.

The Senior Support Worker will act as key-worker with a number of service users. This may involve sharing the role with other staff. They will carry out all aspects of support agreed and detailed in individual support plans to a group of service users as directed by the shift co-ordinator / team leader.

The Senior Support Worker will be expected to plan and organise individual and small group activity within and out with Birchwood Highland Recovery Centre that will assist the physical and mental well being of service users and help their independence, inclusion and recovery.

As a senior staff member the Senior Support Worker will support other members of staff in the practise of direct care and in cases of emergency and also carry out any tasks allocated by the shift co-ordinator / team leader.

The Senior Support Worker will be expected to participate in delivering a high quality service as part of a team to service users and their families, where appropriate.

The Senior Support Worker will support service users to achieve independence where appropriate with ordering, storage and administration of medicines. The Senior Support Worker will administer medicines to service users where appropriate and in accordance with Birchwood Highland's Management of Medicines Policy.

3. SUMMARY OF DUTIES

Service User Support

The Senior Support Worker will work with service users on an individual basis to support, encourage and motivate them to achieve their recovery and enable them to be active in all aspects of assessment and support planning.

The Senior Support Worker will be an enabler, working with service users to develop their skills in taking control of their lives and realising that they can meet their goals.

In particular, the Senior Support Worker will:

1. Establish a supportive relationship with each service user
2. Maximise the opportunity for the service users' individual responsibility and choice.

3. Support service users involvement in decisions about the running of Birchwood Highland Recovery Centre and facilitate meetings of the Service User Committee.
4. Support service users to improve everyday living and social skills.
5. Encourage and support service user in occupational and recreational activities.
6. To support service users with personal hygiene as appropriate, e.g. showering, bathing, oral hygiene, hair washing.
7. To assist service users in their choice of clothing as required, encouraging their expression of individuality.
8. To support and assist service users when accompanying them to other locations.
9. To contribute, within the multidisciplinary team, to the planning implementation and review of support plans, and to be involved in individual plans for service users, ensuring that methods of working will contribute to the success of these plans. Compile reports in consultation with service users for review meetings and reports of review meetings.
10. To participate in team meetings and share the role of chairing and minuting proceedings with other staff. The Senior Support Worker will make themselves familiar with all relevant policy and procedure documents as may be issued by the Board of Directors / Manager.
11. To liaise with other professionals involved with service users and to involve other professionals in times of concern.
12. To assist service users to connect with mainstream activities by working with a range of agencies out with health and social care.
13. To establish, maintain and promote high standards of record keeping.
14. To assist with listing/looking after service users belongings, reporting possession of cash/valuables to the Manager or Team Leader on duty and to advise service users on safekeeping of same.
15. To support service users to maintain a good dietary intake, assisting with menu planning, budgeting, shopping and preparation as required. Supporting individual service user needs and preferences and having regard to the Nutritional Information Guidelines.
16. To report immediately accidents or unusual incidents involving service users or staff to the Manager or team leader on duty/manager on call.
17. Commitment to training and professional development.

18. To demonstrate appropriate knowledge of Health and Safety procedures.
19. To assist with the induction and support of staff.
20. To provide regular supervision and support to Relief Support Workers and maintain communication that will keep them updated with developments and training opportunities.
21. When Nurse Team Leader cover is available, the Senior Support Worker may act as shift co-ordinator.

The Senior Support Worker must maintain strict confidentiality with regard to any information acquired in the course of duty.

CRITICAL COMPETENCIES

Excellent communication and interpersonal skills. Ability to motivate others.

QUALIFICATIONS / EXPERIENCE

All post holders are required to possess SVQ III in Social Care or equivalent and have successfully completed the Medication Module.

All post holders must have a minimum of two years post qualifying work experience.

The list of duties is not intended to be exhaustive but highlights a number of the major tasks of the post. You may be required to undertake additional duties, which might reasonably be expected of you and which form part of the function of the post.

Every job description will be subject to review on an annual basis, or

- As a result of a change of strategic management, or
- As a result of team/operational requirements, or
- As a result of agreed staff development and appraisal needs and objectives.

SUMMARY OF TERMS AND CONDITIONS

The appointment is subject to a three-month probationary period; the notice period will otherwise be four weeks on either side.

Holiday entitlement is twenty-two days per annum with ten days public holidays.

Staff will be paid monthly.

The appointment is pensionable and subject to conditions by employer and employee. A Stakeholder Pension Scheme is also available through Standard Life.

Acceptable references and a satisfactory Enhanced Disclosure following application to Disclosure Scotland are a requirement of the post.

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