



J O B D E S C R I P T I O N

Senior Support Worker



The Bridge

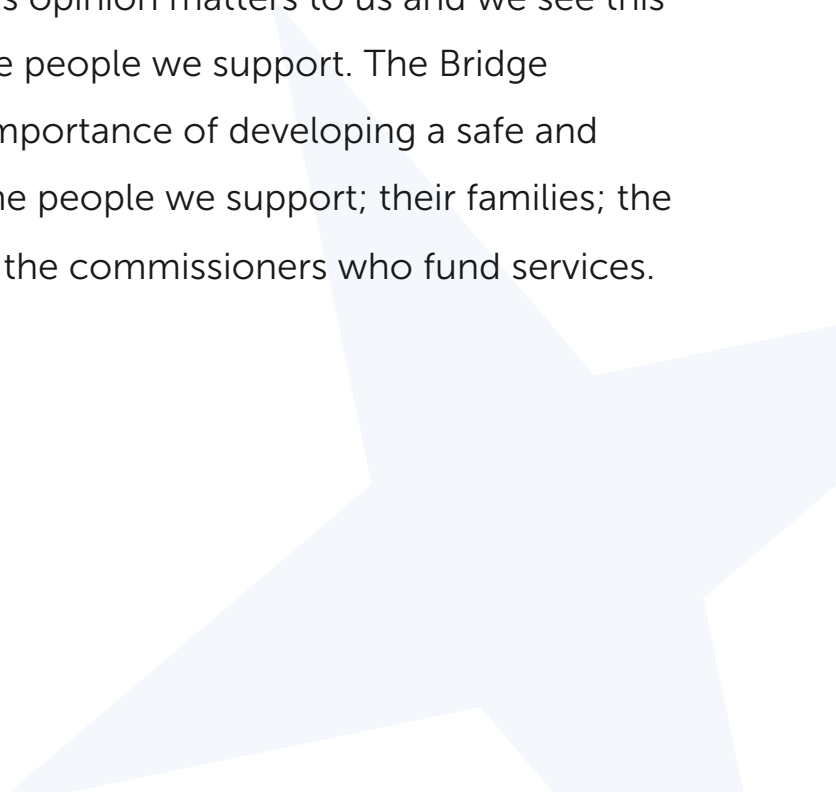
"Seeing things differently"

**INVESTORS[®]
IN PEOPLE**



About The Bridge Care

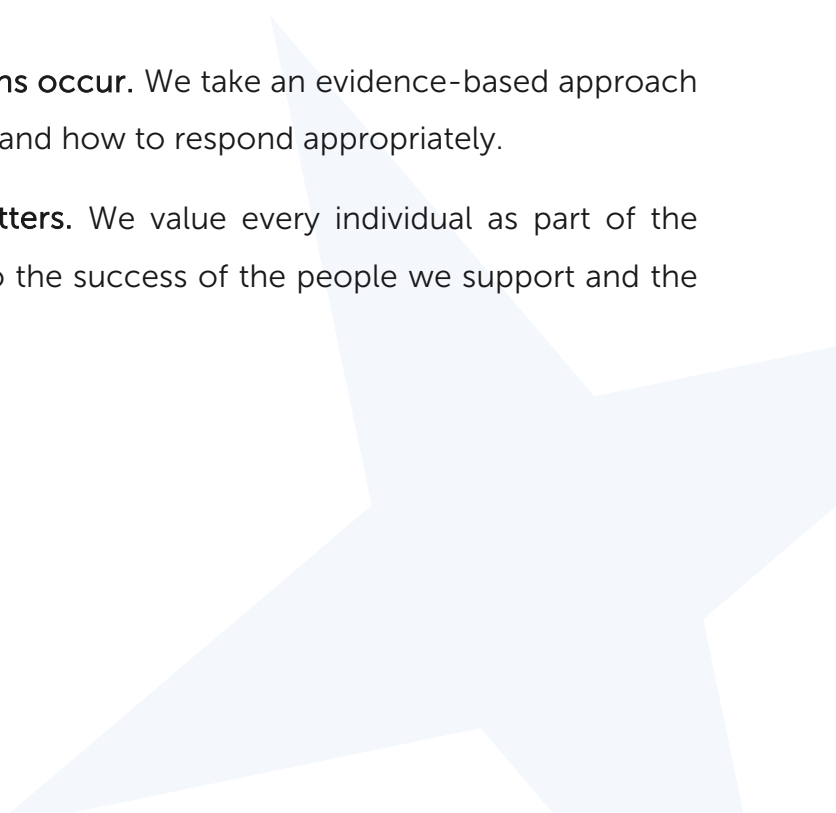
The Bridge provides community based registered care services for people with learning disabilities, autism and associated complex care needs. We provide personalised outcome-based support to enable individuals with significant care and support needs to live safely, happily and successfully in the community. Our focus is to fill the gaps in accommodation and support provision for uniquely complex and challenging individuals by taking a fresh perspective to their support needs. We provide bespoke individual accommodation choices that are entirely flexible to meet individual needs. Everyone's opinion matters to us and we see this as key to the success of the people we support. The Bridge recognises the value and importance of developing a safe and reliable home setting for the people we support; their families; the people we employ and for the commissioners who fund services.





Our Values

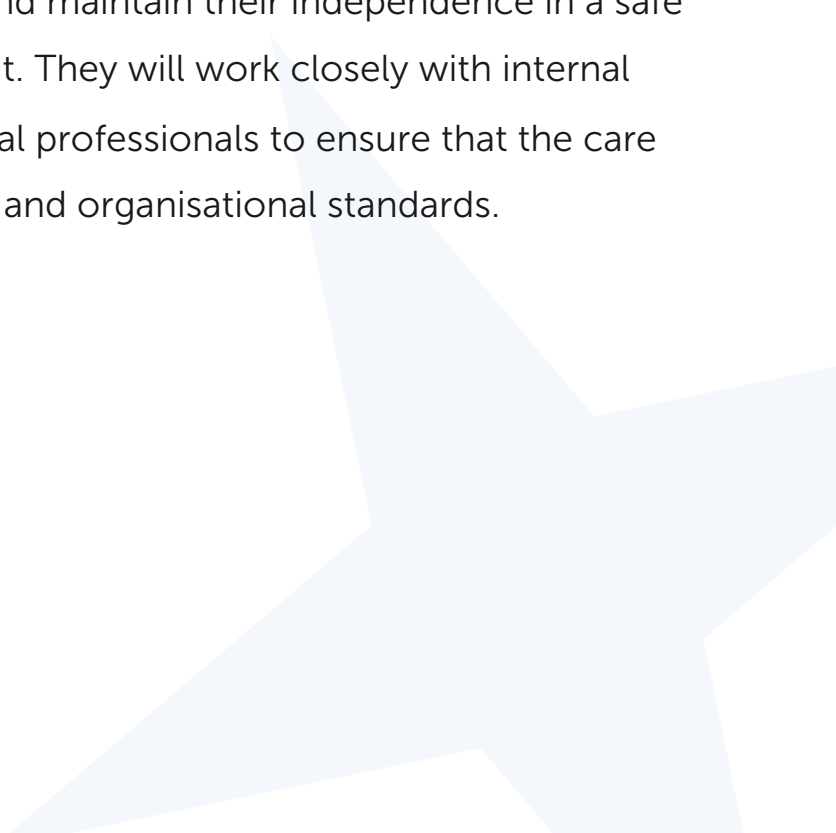
Our values reflect us all and they're the beating heart of everything we aspire to be. They set out our culture, the way we behave and the way we do things.

- ✓ **Change perceptions.** See the world through the eyes of the people we support and mould the world around them.
 - ✓ **Take a different outlook.** Be confident to use our wealth of experience and knowledge to look at unique situations differently.
 - ✓ Remember to be **nice, kind, patient, resourceful, open minded, resilient and forgiving.**
 - ✓ **Understand why situations occur.** We take an evidence-based approach to why behaviour occurs and how to respond appropriately.
 - ✓ **Everyone's opinions matters.** We value every individual as part of the team, and they are key to the success of the people we support and the organisation.
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Position

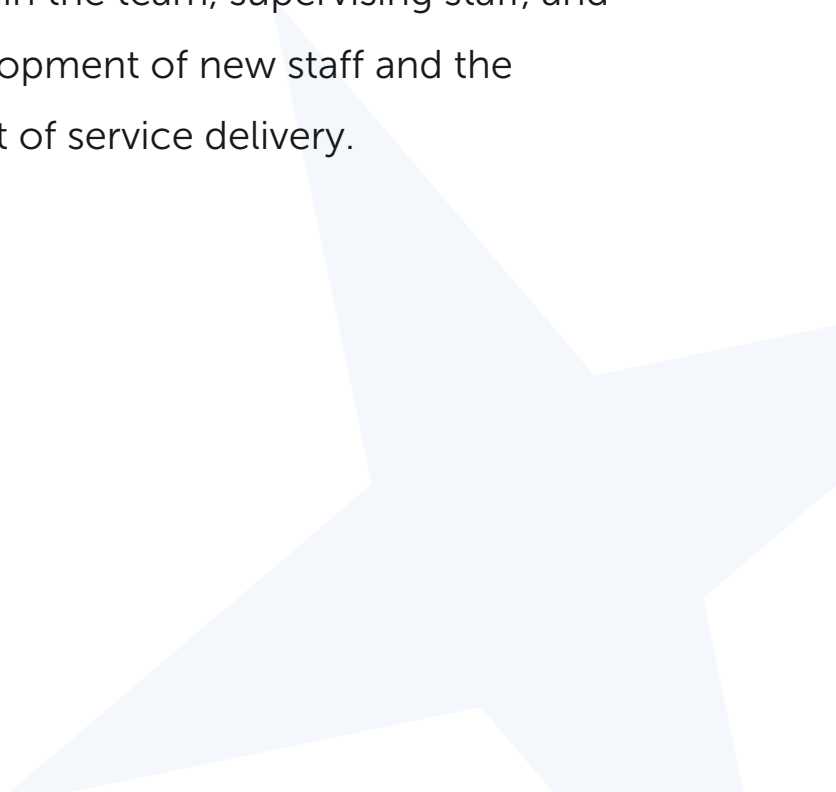
The Senior Support Worker will play a crucial role in delivering high-quality, person-centred care for adults with learning disabilities and autism. This role combines frontline support with leadership duties, acting as a role model for the team, assisting with staff development, and ensuring the effective delivery of care. The Senior Support Worker will support individuals to live fulfilling lives, achieve their goals, and maintain their independence in a safe and respectful environment. They will work closely with internal teams, families, and external professionals to ensure that the care provided meets regulatory and organisational standards.





Purpose of the Role

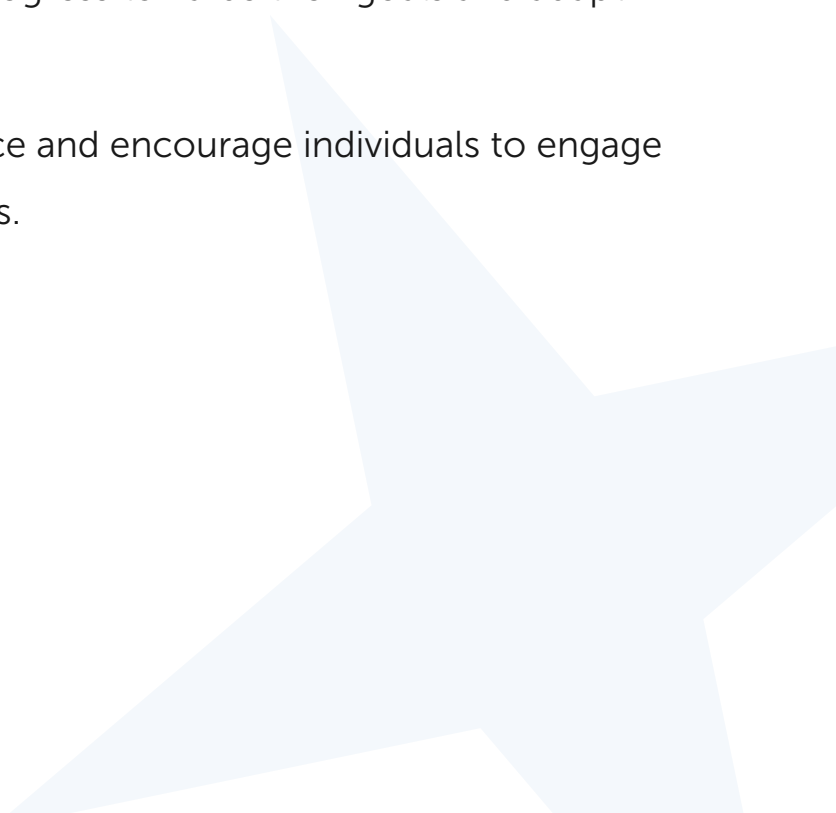
The Senior Support Worker will lead by example, working to create a positive, inclusive environment that encourages personal growth and independence for the people we support. They will be involved in daily care activities, helping to develop and implement individual care plans, and supporting the overall smooth running of the service. This role includes providing leadership within the team, supervising staff, and contributing to the development of new staff and the continuous improvement of service delivery.





KEY RESPONSIBILITIES

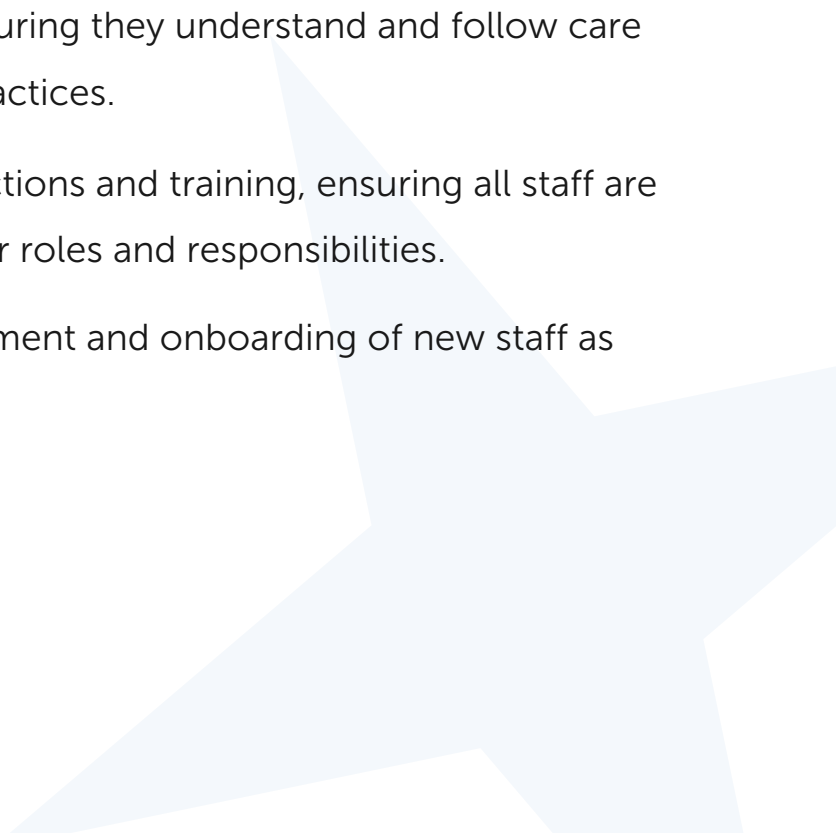
Person-Centred Care

- Deliver high-quality, person-centred care to individuals with learning disabilities, autism, and complex needs.
 - Support individuals with personal care tasks in a way that respects their dignity and preferences.
 - Develop and implement support plans tailored to individual needs, ensuring they are up-to-date and reflect the goals of the people supported.
 - Monitor individuals' progress towards their goals and adapt care plans as needed.
 - Promote independence and encourage individuals to engage in meaningful activities.
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KEY RESPONSIBILITIES

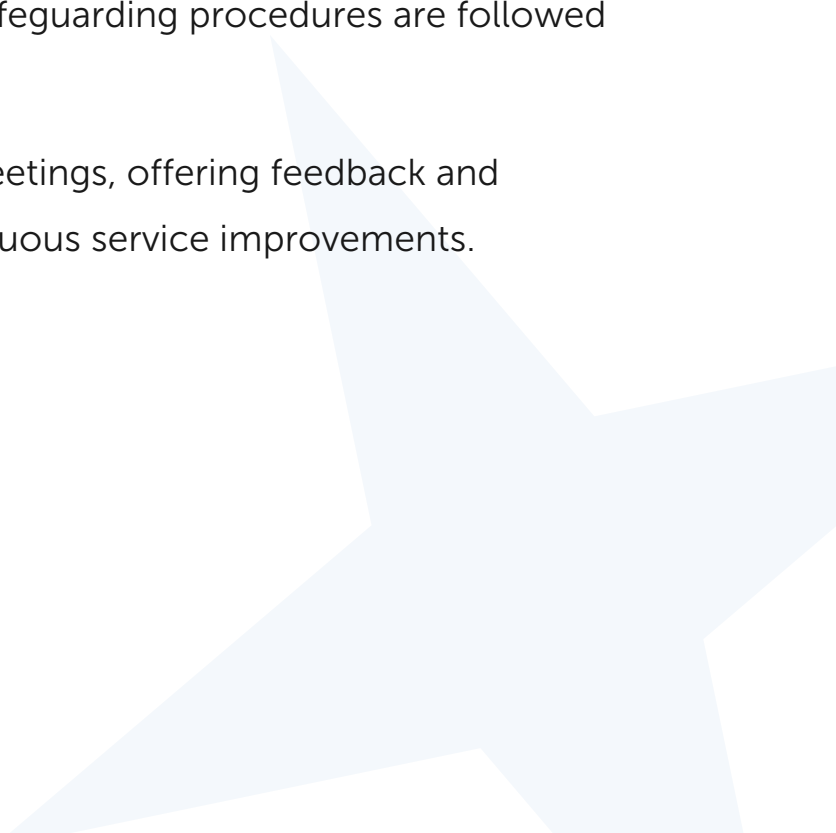
Team Leadership & Supervision

- Act as a role model for the team by demonstrating The Bridge's values and promoting a positive, inclusive environment.
 - Supervise and support Support Workers, offering guidance and support with daily tasks and care provision.
 - Provide leadership and mentorship to new and less experienced staff, ensuring they understand and follow care protocols and best practices.
 - Assist with team inductions and training, ensuring all staff are well-prepared for their roles and responsibilities.
 - Assist with the recruitment and onboarding of new staff as required.
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KEY RESPONSIBILITIES

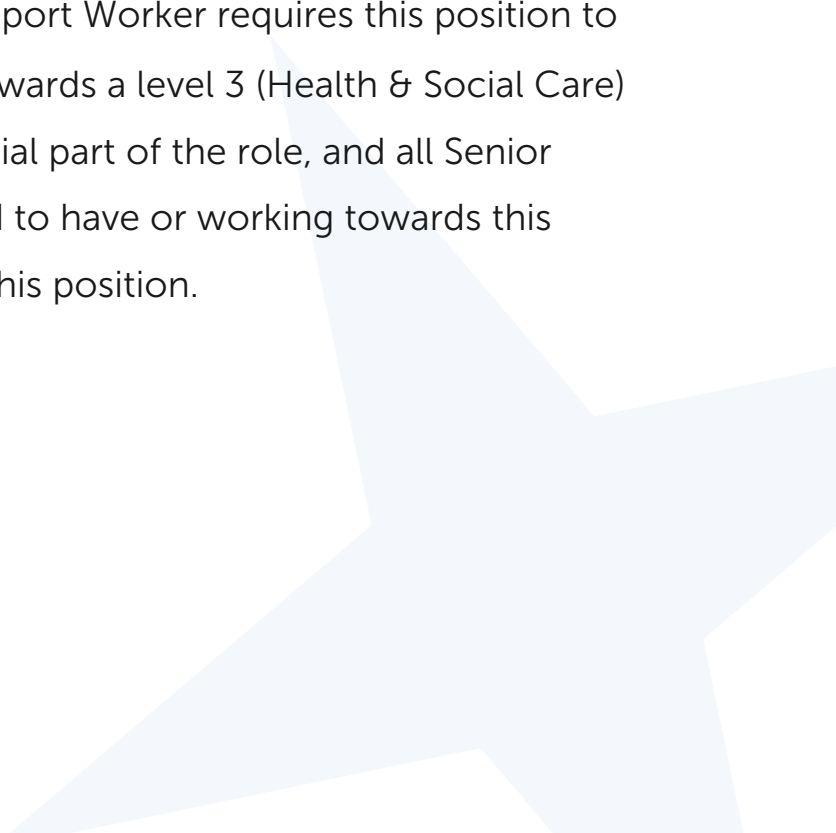
Service Management

- Oversee and contribute to the smooth running of the service, ensuring a high standard of care and service delivery.
 - Manage and complete necessary documentation, including care plans, risk assessments, and daily logs.
 - Assist in maintaining the service in line with CQC and other regulatory bodies' requirements.
 - Take a lead role in ensuring that service users' rights are protected, and that safeguarding procedures are followed appropriately.
 - Participate in team meetings, offering feedback and contributing to continuous service improvements.
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KEY RESPONSIBILITIES

Training & Development

- Ensure that all team members are adequately trained in key areas such as safeguarding, person-centred care, and any other relevant topics.
 - Take a lead role in facilitating training sessions and workshops for staff and ensure their ongoing development.
 - Support and coach staff to develop their skills and enhance their performance in the workplace.
 - The role of Senior Support Worker requires this position to have or be working towards a level 3 (Health & Social Care) diploma. This is a crucial part of the role, and all Senior Support Workers need to have or working towards this qualification while in this position.
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KEY RESPONSIBILITIES

Communication & Collaboration

- Communicate effectively with all stakeholders, including families, external professionals, and colleagues.
- Collaborate with other professionals to ensure the people we support are receiving the best possible care.
- Attend multi-disciplinary team (MDT) meetings to provide input on care plans and support needs.
- Foster positive relationships with the families and carers of the people we support.

Health & Safety

- Ensure that health and safety standards are maintained and promote a safe working environment for all staff.
- Monitor medication administration, ensuring that all medications are safely stored, administered, and documented.
- Act as a point of contact for any incidents or emergencies, taking appropriate action when required.
- Infection control and COSHH rules must be followed as outlined in our safety management booklet available on QCS.

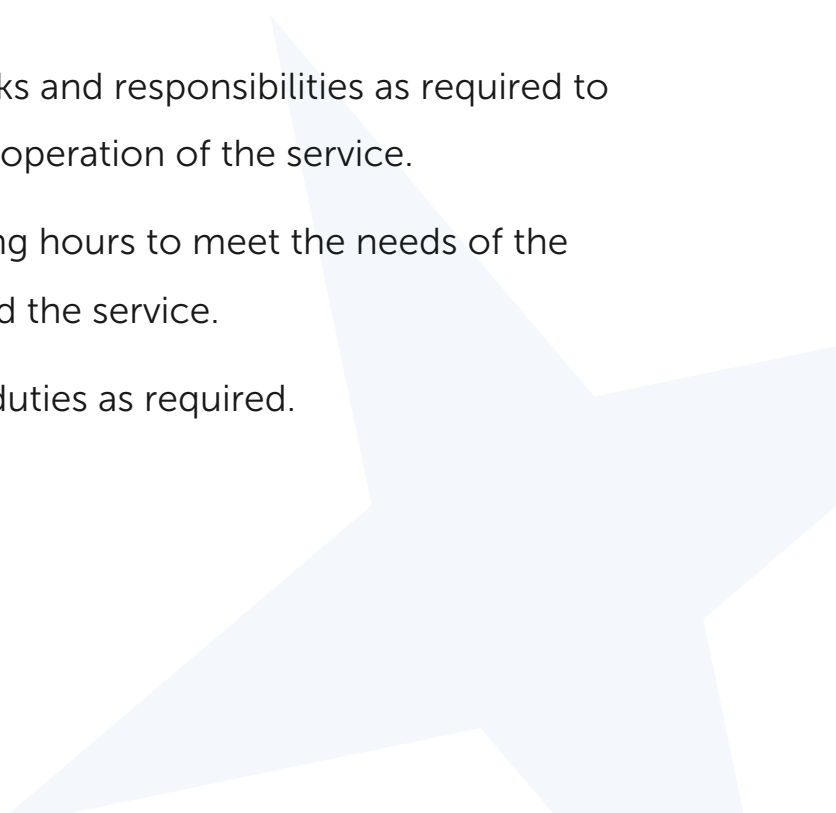


KEY RESPONSIBILITIES

Regulatory & Quality Assurance

- Ensure compliance with internal and external regulations, including the Care Quality Commission (CQC) standards.
- Participate in audits and reviews of care practices to ensure the service is continually improving.
- Report concerns about practice, incidents, or breaches in care standards to the Registered Manager.

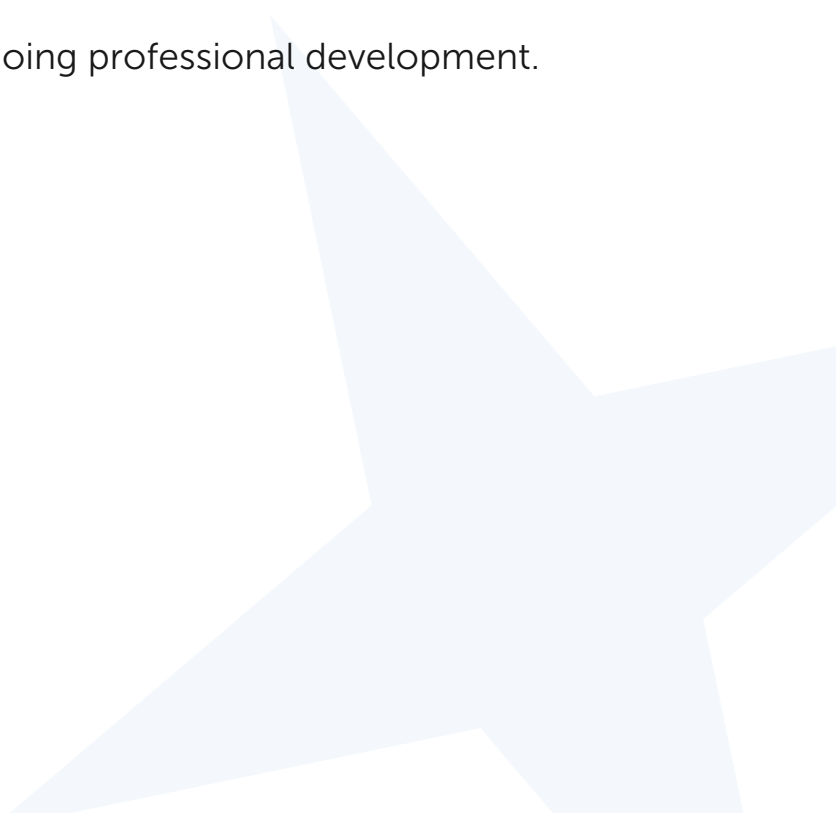
Additional Responsibilities

- Take on additional tasks and responsibilities as required to ensure the successful operation of the service.
 - Be flexible with working hours to meet the needs of the people we support and the service.
 - Participate in on-call duties as required.
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KEY SKILLS & EXPERIENCE

Essential

- Ability to manage and supervise a team effectively, with excellent communication skills.
 - Strong organisational skills, with the ability to manage multiple tasks and priorities.
 - Ability to handle sensitive information in a confidential manner.
 - A commitment to ongoing professional development.
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Equal Opportunities

The Bridge Care is committed to promoting equality and diversity within the workplace and providing a working environment that is free from discrimination. We believe in the value of creating an inclusive environment for all.

Confidentiality

The post holder must respect confidentiality at all times and ensure that all personal information is handled in line with our policies.

Scope of Job Description

This job description provides an overview of the role and key responsibilities but is not an exhaustive list of duties. Responsibilities may change in line with the needs of the service. Significant changes will be discussed and agreed upon with the post holder.

Signed: _____

Date: _____

**Signed
(Manager):** _____

Date: _____

