



Senior Support Worker

Job Description

Bristol Family Care prides itself on the level of care and support we provide to our young people, we are becoming known for delivering a high-quality service to Local Authorities, often being a first-choice provider for young people.

To maintain our core values and achieve our mission, to treat every day as an opportunity to empower our young people, by creating a safe and secure environment for an individual to thrive, BFC also believe it is imperative team members are also offered the opportunity to thrive too.

Bristol Family Care would like to enable staff to grow on both a personal and professional level, we feel that the role of Senior Support Worker can offer individuals the opportunity to achieve that.

In the role of senior support worker, you will still be expected to offer a high quality support, stability and security to our children and young people, by managing their diverse and individualised range of needs, in particular young people who are allocated to you for whom you are designated key worker.

You will have an additional responsibility to support your wider team, both junior and senior with a range of duties, including supervising a small team of support workers. As a senior support worker, you will be expected to have good communication and organisational skills to bring together BFC values, professional meetings and supportive information to young people and your wider team.

As a team we value individuals and the diversity this brings to BFC, a senior support worker must be able to navigate through supporting and developing not just junior staff, but also supporting senior team members by attending and contributing to team development meetings and supervisions. BFC offer staff both professional, clinical and group reflection supervisions, a senior support worker is expected to engage in all aspects of this practice.

Senior Support workers should be compliant with all BFC policies and procedures. In particular, our Health and Safety policies, Equality and Diversity and with the upmost importance, our Safeguarding policies. BFC encourages a culture of promoting appropriate preventative measures to minimise the risk of any safeguarding issues or incidents.

Senior Support worker should demonstrate an enthusiastic approach to staff development and CPD. Senior Support Workers will be expected to work towards and complete an NVQ L3 in Children's, Young People's workforce.

As a team we value individuals and the diversity this brings to BFC, we offer staff both professional, clinical and group reflection supervisions, we expect staff to engage in all levels of continuous professional development and training.

Job Overview

- 37.5 hours per week across varying shift patterns
- Your salary range will be from £30,000 - £32,000 per annum.
- You will be entitled to 28 days of holiday per year (measured in hours). BFC opt out of 'Bank Holidays' and allow staff to use Bank Holiday hours as regular annual leave as they wish.
- You will be entitled to private healthcare after one year of service.
- You will report to our Bristol Family Care Service Manager.
- You will be mainly based in our Somerset service in Yeovil.
- You may need to travel to our head office in Gloucester.
- BFC is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosures Barring Service clearance at enhanced level.

Daily Duties

- Leading a high-quality service, providing stability and security to children and young people.
- Managing the needs of the children and young people – particularly, young people who are allocated to you for whom you are designated key worker.
- Ensuring all young people are supported to attend all appointments.
- Completing file audits as requested by the service manager – ensuring all required documents are saved on Clear Care and that the recordings on file meet Quality Assurance standards. Where there are documents that are not on file, to work with the case holding key worker, service manager and young person's social worker to ensure the electronic files meet the required standards. To provide coaching alongside the service manager in best practice for recording on Clear Care.
- Ensure all staff are completing their job roles as directed in partnership with the Service Manager.
- To take the lead on supporting new team members by planning and implementing an induction process that includes shadow shifts, introduction to the recording system and supporting them to access online and other training as directed by the Service Manager.
- In Partnership with the Service manager, deliver team meetings and training/reflection/coaching sessions as necessary.
- Completing your own training and CPD as per your annual appraisal and training plan.
- Implement strategies and projects as directed to support the company's growth, goals and visions.
- In partnership with the Service manager and Directors, support the recruitment and selection of staff members.
- In partnership with other team members to plan and implement a rota to meet the required support level of the service.
- In partnership with the Service Manager, ensure that staff work their required amount of hours and ensure shifts that require additional remuneration are accurately recorded.
- To take part in an 'on call' rota for support to other team members out of office hours.
- To ensure the delivery of person-centred care/support services that promote independence, choice, and dignity.
- To ensure care/support services are structured in a way that provides flexibility, reliability, and continuity.
- To ensure services are accessible.
- To work with the service manager to ensure the home is appropriately resourced with the right number of suitably qualified, skilled, and experienced staff.
- To support the service manager in the co-ordination of support workers across all areas.
- To deliver services that ensure the Organisation's duty of care to the service user and staff providing the service.
- To ensure good communication and links with all stakeholders, with regard to the provision of service and BFC are represented at all professional meetings where appropriate.