

## Job Description

<b>Job Title:</b>	Senior Support Worker – Trevone House
<b>Reports to:</b>	Team Leader
<b>Location:</b>	Trevone House, Gloucester
<b>Salary Range:</b>	£34, 006 per annum
<b>Hours:</b>	40 hours per week including day and night shifts.

### Purpose

Homes2Inspire Ltd are part of Shaw Trust Group, a charity which helps to transform the lives of children, young people, and adults across the UK.

Trevone House is Gloucestershire County Councils flagship, semi-independent accommodation for young people aged 16 – 25 years, providing care leavers the very best steppingstone to a brighter future in addition to providing specialist support to those needing help at a time of crisis.

In addition to 14 flats for young people leaving care, Trevone House has a well-being suite comprising of two specialist flats for young people who need additional support with their mental health needs.

The Senior Support Worker will have accountability for the deliver of bespoke services to support young people residing in Trevone House. The Senior Support Worker will supervise, mentor and guide Support Workers and work collaboratively with a multi-agency team.

### Main Duties and Responsibilities

1. Leadership and Management
  - Provide strong and credible leadership and coaching to the Support Workers.
  - Work with Team Leader to help with performance, development, and training processes to ensure team competencies and capabilities to meet the business expectations.

- Ensure that all practices and procedures are aligned to Homes2Inspire commitment to equality and diversity.
- Set measurable objectives for the team aligned to the service delivery model.
- Ensure that staff appraisals and supervisions are conducted in a meaningful and effective manner to identify knowledge and learning needs, development, and opportunities.
- Ensure safeguarding and legislation practices and procedures are practiced by the team.
- Operate with a solution focussed attitude to drive high standards of performance from your team, leading to positive outcomes for young people.
- Participate in regular team meetings as required with Team Leaders and Management team.
- Ensure an appropriate staff rota is completed and supported on a monthly basis to meet the needs of the contractual requirements within the facility.

## 2. Operational

- Adhering to and producing effective risk assessments to meet a young person's individual needs and risk characteristics.
- Facilitate the initial induction of young people into Trevone House at point of arrival ensuring a welcoming and inclusive attitude.
- Collaborate effectively with the Team Leader, to help the young people to transition from semi-independent to independent living.
- Collaborate effectively with the Team Leader, to help the young people feel safe and secure whilst acclimatising to the environment.
- Support young people to source suitable and appropriate accommodation that is safe and meets their individual needs to enable long term successful placement.
- Liaise proactively and effectively with other departments and external agencies to ensure that young people receive appropriate plans and programmes of support, in line with minimum service expectations, and to enable young people to increase their independence.
- To work directly with young people and to support them to develop independence skills and confidence, measurable using the Outcome Star.
- To effectively record and evidence works completed and any other relevant information regarding an individual young person on the management information system (CHARMS).
- Participate in weekly meetings with the young people to foster a culture of inclusivity, ensuring that the wishes and views of young people are heard and actioned.

- Collect feedback from young people on a regular basis through different mediums to inform opportunities for continuous improvement.
- Respond promptly and appropriately to any concerns raised by the young people.
- Facilitate appropriate and effective levels of floating support for young people in the community in line with their individual pathway plan / care plan journey.
- Deliver workshops and activities centred around needs identified in young people's Local Authority Pathway Plans, Care Plans, and support plans.
- Ensure that a suitable needs assessment for each young person is carried out to determine how Trevone House can best respond to meet the needs of the young people effectively and consider the impact on other residents.
- Working effectively in partnership with Gloucestershire Police to establish and maintain approved processes for PACE referrals.
- Support the delivery of an effective Edge of Care response to minimise the requirement for crisis placements and interventions.
- Support and facilitate an appropriate and effective referral management process for young people to Trevone House, working closely with local authority representatives and the Homes2Inspire referral team.
- Ensure effective transition and communication between staff which will enable clear and concise shift handovers.

### 3. Quality Assurance and Compliance

- To work collaboratively and in compliance with Care Quality Commission and Ofsted legislation and standards.
- To review the quality of records produced by support workers and feedback where appropriate.
- Report any perceived or reported safeguarding issue in line with the organisations policies and procedures.
- Promote a positive health and safety culture to meet and maintain legislation, company, and external accreditation standards.
- Build positive relationships with key stakeholders including but not limited to: Gloucestershire County Council, Gloucestershire Police Authority, Health Care Teams, Education and Training Providers, Facilities Management Provider, Youth Organisations.
- To effectively record information and data on the management information system (CHARMS) in line with policies and procedures and senior management requirements.
- To provide required data and information to inform KPIS to the senior management and Quality Assurance team.

- To ensure robust quality assurance reviews of entries from staff onto CHARMS as and when required through policies and procedures and senior management requirements.

#### 4. Stakeholder Relationships

- Effectively liaise, correspond and work directly with external agencies and young people to establish individual strengths and weaknesses, enabling the development of the appropriate key work sessions, workshops and activities and assessment tool requirements.
- Work effectively with stakeholders to encourage a collaborative approach and to help foster positive interactions with stakeholders and young people.
- Maintain strong links with the Shaw Trust group departments which operate within the Gloucestershire area e.g. Youth Support Team, to leverage opportunities to support young people's progression.
- Create and maintain links with housing associations and housing providers to create opportunities for young people to transition into their own residences.

Other reasonable duties as assigned.

#### Other

1. To undertake any further training as identified in the Shaw Trust and Homes2inspire review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's and Homes2inspire safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and

Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.
8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p style="text-align: center;"><b>Person Specification</b></p> <p style="text-align: center;"><b>Job Title: Senior Support Worker – Trevone House</b></p> <p style="text-align: center;">(E = Essential    D = Desirable)</p>
<b>SKILLS AND CORE COMPETENCIES</b>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• GCSE Maths and English or equivalent (E)</li> <li>• QCF Level 3 in Residential Childcare or equivalent Health &amp; Social Care qualification (E)</li> <li>• Ability to confidently use Micros oft packages including Word and enter data into information management system. (E)</li> <li>• Previous training in mental health (D)</li> </ul>
<p><b>Experience &amp; Knowledge</b></p> <ul style="list-style-type: none"> <li>• A developing knowledge of Supported Living Provider regulations, the Mental Health Act, PACE , Ofsted, and the Care Quality Com mission. (D)</li> <li>• Experience of working in a trauma informed way and an awareness of Adverse Childhood Experiences (ACES). (D)</li> <li>• Experience working with care leavers supporting them with housing, employment, and welfare rights for young people. (E)</li> <li>• Knowledge and understanding of the needs of young people with differing abilities and how to support these. (D)</li> <li>• Experience of working with young people in a similar setting. (D)</li> <li>• Knowledge and awareness of safeguarding young people (E)</li> <li>• Experience in supervising others. (D)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Ability to operate with a solution focussed/ strength based approach and proactively identifies opportunities for continuous improvement. (E)</li> <li>• Ability to work in fast paced environment and adapt to evolving situations. (E)</li> <li>• Ability to show resilience when working with young people with complex and challenging behaviours. (E)</li> </ul>
<p><b>Personal qualities, communicating and relating to others.</b></p> <ul style="list-style-type: none"> <li>• Passionate and enthusiastic approach to the delivery of Children’s Services and helping young people. (E)</li> </ul>

- Confident in speaking in professionals' meetings and presenting information in a coherent manner. (E)
- Willingness to continue professional development and ensure knowledge is kept up to date in line with regulations affecting the care of young people in the provision. (E)

### **Safeguarding**

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure and Barring Service Check at an Enhanced level (E)

### **Other**

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)
- Hold a full UK driving licence. (D)
- Availability to work on a shift rota system including nights and weekends.