

Senior Support Worker – Finding and Matching Service

Salary: £29 244.80 for 37 hours per week (25 hours admin and 12 hours direct support, direct support hours optional)

Hours: 37 per week (mostly Monday to Friday with some flexibility to work very occasional evenings and weekends)

Responsible to: F&M Manager

Summary of post

The aims of this role are to work together with the F&M Manager and Deputy Manager in coordinating and providing person-centred support for Centre 404's Finding and Matching Service, supporting service users to become valued and participating members of the community in which they live by achieving maximum independence and integration.

This role will take a lead on organising rotas of case work for service users and families, and the holder will play a pivotal role in coordinating the staff team. The holder will assist the team with invoicing for the service and take a lead with organising staff training. This role covers administration of cases for new referrals and the holder will be expected to encourage and develop the team to promote the wellbeing of the service users and ensure that they have fulfilled and meaningful lives.

Main responsibilities

Support to current service users, potential new service users and team

- To administer case work for an agreed case load of service users, including handling issues, working with family members, support workers and professionals, and responding to queries.
- To work in line with the values of the service, working in such a way that encourages service users to be involved in day-to-day and long-term decision-making, enables them to build confidence, self-esteem and fulfilment and empowers them to use community facilities to develop leisure and social activities and skills, including finding, employment, college placements, and having relationships.
- To support the service users in managing their needs, including health needs and accessing appropriate health services, supporting people with personal care as necessary and in a respectful way, and with managing rent, finances and claiming their rightful benefits.
- To adhere to safeguarding procedures and to remain vigilant for signs of abuse, taking immediate action and reporting all issues of concern with the line manager and relevant authorities.
- To liaise and work in partnership with Care Managers, families/carers, advocates, DWP and other professionals, outside bodies and stakeholders where appropriate.

- To support service users in the organisation around their regular Person-centred Planning meetings.
- Participate in and prepare reports for these meetings where appropriate, and support service users to have their voices heard.
- To plan and support managers in leading other staff members, including supervision responsibilities, passing on relevant information to other team members, using agreed communication procedures, and ensuring the appropriate flow of information between relevant people.
- Lead on ensuring the service's compliance with Health and Safety standards and ensuring that risk assessments are developed where necessary and adhered to and that all required records are kept.
- Develop and update guidelines and other documentation as appropriate and required, in partnership with service users and families as far as possible and ensure that these are shared.
- To keep regular and consistent records and write reports in the appropriate files and databases, using
- Daily use of IT systems such as Microsoft Office and Nourish data systems.

Person Specification

(E) Essential requirements (D) Desirable requirements

Physical Requirements	Available and willing to work a variety of shifts throughout the week as required including occasional evenings and weekends	E
	Physically fit and able to offer physical support to service users, inc support with personal care and behaviour which challenges when necessary/appropriate, inc a variety of activities such as swimming	E
	Ability to travel to a variety of locations in and outside the borough	D
	Understanding issues affecting people with learning disabilities and their families	E
	Knowledge of legislation, current and forthcoming issues relating to personalised services for people with learning disabilities	D
	Knowledge and understanding of health and safety legislation and legal and policy requirements in order to manage the service safely	D
	Knowledge of welfare benefits process	D
Experience	Experience of working with people with learning disabilities, including people with additional physical difficulties	D
	Experience of working with and developing professional relationships with family carers of people with a learning disability	D
	Track record of working successfully within a team	E
	Experience of providing support to a team	D
	Experience of liaising with social workers and other professionals	D
	Experience of working in and/or managing a dispersed team in an outreach set-up	E
	Experience of marketing a service and creating marketing materials	D

Skills / Abilities	Excellent interpersonal and communication skills with colleagues, service users and families	E
	Excellent time and task management skills	E
	Excellent IT competence - MS Office systems and learn new systems	E
	Good numeracy skills and ability to understand a budget	E
	A high level of attention to detail and care in all areas of work, including finance and communication	E
	Good written and spoken abilities and good presentation skills	E
	A creative approach to problem solving	E
	Ability to form professional and constructive relationships with people with learning disabilities, significant people in their lives and professionals outside the organisation	E
Other	Commitment to the principals of empowerment and the involvement of people with learning disabilities in activities of daily living	E
	Understanding of/sensitivity to discrimination experienced by minority ethnic groups, women and people with learning disabilities	E
	The ability to handle confidential and sensitive information appropriately	E