**Job Description**

**JOB TITLE: Lead Support Worker**

**ACCOUNTABLE TO:** **Chief Officer**

**REPORTS TO: Registered Manager or Care Co-Ordinator**

**Chester Link supports individuals with learning disabilities and/or autism to lead independent and fulfilling lives by facilitating and providing person-centred high-quality care**

## ROLE

As with all Chester Link support workers, the role requires personal responsibility for maintaining the Chester Link Mission Statement in all areas of work. You will provide physical and emotional support to the service users and demonstrate an attitude towards others which is based on respect, dignity and equality. You will support service users’ aspirations and development needs by planning, risk assessing and undertaking activities associated with their personal progression, daily living skills, relationships, work and leisure, promoting independence at all times.

You will work co-operatively as a member of the staff team being available to work shifts including evenings, weekends, bank holidays and sleep-in duties on an ad hoc basis.

The Lead Support Worker will carry out the following duties in addition to the support worker role:

Be the senior member of a team of staff supporting service users who have learning disabilities and/or autism, to guide the staff team in decision making with service users and about the service.

## Support service users to ensure they reach their full potential to live as independently as possible and take an active role in their community.

## Work alongside the management team to take a shared responsibility for the management and operation of the service with clear shared communication.

## Focus on ensuring the high quality of the service across all areas of work.

**Professional**

Establish and maintain a good working relationship with staff, service users, families, and outside agencies.

Understand that Chester Link works closely with families and set up appropriate systems of communication with the agreement of service users.

Understand and promote the code of conduct and best practice, and act as an effective and positive role model.

Encourage and promote a positive company culture at all times, managing change and challenges in the support worker team.

Set high standards and provide a positive and professional role model for all support workers.

Have a clear understanding of your own professional development and training needs. Engage with appropriate training and utilise skills and knowledge to support the continuous improvement of the organisation for the benefit of service users.

**Operational**

Ensure adherence to Chester Link policies and procedures and ensure that up to date signature records are held.

Carry out regular formal supervisions with individual support workers to promote their professional development.

Monitor standards of work and liaise with the management team on any additional support or conduct management required.

Take a lead role in setting up, reviewing and auditing service user paperwork including care plans, support plans, health action plans, behaviour plans, risk assessments and health and safety records including medication.

With the Registered Manager and Care Co-Ordinator, organise and plan the day-to-day household routines, enabling service users to develop independence whilst being effectively supported.

Ensure that key workers understand and carry out their responsibilities including reviewing and updating paperwork in line with the paperwork schedule. Monitor key worker mail trays during their leave to ensure essential correspondence isn’t missed.

Work with the Registered Manager and Care Co-Ordinator and Chief Officer to ensure compliance with Care Quality Commission, Learning Disability Framework and any other relevant regulatory framework and best practice for the service.

Work with the Training Co-Ordinator, Registered Manager and Care Co-Ordinator in the induction and support of new workers and students on placements to ensure that they understand how to support the service users and the systems in place to manage the household.

Take an active part in the on-call rota, sharing on-call duties on a fair allocation basis to support staff across the service outside of office hours.

##### Financial

With the Registered Manager and Care Co-Ordinator, manage systems for service users’ personal and house finances and budget recording in line with company policy.

Ensure that housekeeping records are accurate and take responsibility for submitting them to the Administrator at the end of each month.

Ensure that the staff team understand the systems and audit compliance.

**Housing, Health and Safety**

With the Housing Co-Ordinator, take appropriate measures to ensure that the house and grounds provide a safe and homely environment for staff and service users.

Report any maintenance issues and monitor the progress of repairs.

Ensure that clear systems are in place to promote, maintain and monitor domestic standards, with all staff and service users working together to maintain a clean, healthy and homely service. Responsible for challenging poor practice and ensuring that all of the team take an active role in the house.

Support service users to order medication and audit medication in and out of the service in line with company policy.

Supervise Health and Safety Officers and Infection Control Officers to ensure that their duties are carried out to the agreed standard and arrange cover for their roles during any absence from work.

Take personal responsibility for your own health and safety, including accessing appropriate health testing and vaccinations recommended for health and social care workers.

This job description indicates the main responsibilities of the post and is not intended as a comprehensive list. In consultation with you it is liable to variation by Chester Link to reflect actual, contemplated or proposed changes in or to your job.