



**JOB DESCRIPTION**

- Job Title:** Senior Support Worker - Support Pathways Service
- Salary:** £20,857
- Hours:** 30 hours per week, worked in accordance with the needs of the post
- Accountable to:** Support Pathways Service Manager
- Location:** 171 Alcester Rd, Moseley, Birmingham B13 8JR

**Job Purpose:** To support the Support Pathways Service Manager ensuring the Support Pathways Service offers consistently high quality services to all service users, using person centred approaches to determine individual need. To develop the strategic direction of the service in order to meet the needs of all service users. To work in partnership with other Midland Mencap services and external agencies to develop strategies and policies relevant to all stakeholders.

**Relationships:** To develop and maintain productive professional relationships with colleagues from Health, Education, other social care agencies and the voluntary sector in the West Midlands. In addition, to work in close partnership with the managers of other Midland Mencap services to promote and develop an organisational approach to supporting service users.

**Responsible for:** To provide line management supervision and support to the Support Pathways Service support workers and volunteers.

## ***Key Responsibilities:***

### **Operational Management**

1. To support the Support Pathways Service Manager to ensure appropriate strategies are in place to identify potential service users and to encourage referrals via GPs, hospitals, schools, colleges, social services, voluntary agencies and from individuals.
2. To oversee the day to day work of the support staff to ensure a person centred approach underpins all aspects of their work.
3. To identify resources and amenities to support the delivery of the service.
4. Together with the Support Pathways Service Manager develop appropriate methods to monitor and evaluate Support Pathways services, and ensure this is evidenced and incorporated into planning.
5. Empower service users to fully participate in the development and monitoring of internal and external services, and to represent service user concerns and issues.
6. Provide practice support and guidance to the team on specific case issues, including the assessment process and, where necessary, to jointly manage particularly complex cases.
7. To support the Support Pathways Service Manager on safeguarding issues within the service and ensure that policies and procedures are embedded, understood and followed.
8. Deal appropriately with compliments and complaints from service users and other stakeholders, referring to the Support Pathways Service Manager where necessary.
9. Contribute to the development and updating of annual work plans for the Support Pathways Service and ensure these are implemented.
10. Contribute to identifying opportunities to meet gaps in the Support Pathways Service and unmet/emerging need, including service development, project development and fundraising.
11. Contribute to the promotion of personal safety for the service and ensure that policies and procedures are embedded, understood and followed.

12. At the direction of the Support Pathways Service Manager produce reports, research and strategies to inform management, trustees and external stakeholders.

13. At the direction of the Support Pathways Service Manager raise the profile of the Support Pathways Service with service users, carers and other professionals by organizing awareness raising events, activities, workshops and training sessions, and by taking part in external opportunities at conferences and seminars.

14. At the direction of the Support Pathways Service Manager develop promotional material to support the team's work which is accessible to all service users.

15. Together with the Support Pathways Service Manager, ensure that a diverse range of communication methods are used to provide information and support to service users i.e. newsletters, website, service user forum, surgeries.

16. Together with the Support Pathways Service Manager, ensure the effective delivery of the Support Pathways Service in compliance with our Big Lottery funding agreement.

### **Contribute to the strategic planning of services which affect service users.**

1. In collaboration with management team colleagues, work with voluntary and statutory partners to help them recognise and incorporate service user needs in strategic planning and service provision.

2. Liaise with management colleagues to share information and create strategies.

3. In conjunction with Support Pathways Service Manager develop and implement carer awareness training for professionals and represent the organisation and carers issues on planning boards and meetings as required.

4. At the direction of the Support Pathways Service Manager work closely with our Children and Young People's Service Manager using person centred approaches to identify and evidence the needs of younger carers.

5. Take a proactive role in supporting the organisation to develop person centred practices including assessment and planning tools.

### **Line management supervision and support**

1. Effectively manage the performance of the Support Pathways Service support workers, including providing monthly supervision and annual appraisal.

2. In conjunction with the Support Pathways Service Manager, contribute to the development of organisational policy and practice.

3. In conjunction with the Support Pathways Service Manager, ensure that appropriate training and support is provided to members of the team, and shared with the wider organisation where appropriate.

### **General**

1. Keep appropriate records and provide regular reports on activity levels and outcomes, as agreed with the Support Pathways Service Manager.

2. Carry out all the above with an understanding of and commitment to Equal Opportunities.

3. Actively participate in staff meetings, management team meetings and in own supervision, training and appraisal.

4. Act at all times in accordance with organizational policies and procedures and in a way that will enhance the organisation's reputation.

5. Carry out other duties commensurate with the level of the post, as directed by the Support Pathways Service Manager.

6. Ensure appropriate Health and Safety procedures are in place to maintain the safety of service users.

