

Advanced Support Worker Specialist

Role Purpose

To be the subject matter expert providing personalised care and support to those with complex needs by utilising their specialist knowledge and experience in services identified by the Intensity Scale. To role model and deliver good practice and to support continuous improvement, working collaboratively to be the best they can be. Taking responsibility for assessing the effectiveness of support provided, supporting the lessons learnt process, and to contribute to multi-agency care and support planning and its successful implementation.

Key Accountabilities

Service Delivery

- Delivering care and support in line with co-produced plans, and establishing meaningful relationships with the people we support and their loved ones, to truly understand their needs, and ensure they feel engaged, involved and fulfilled.
- To be the subject matter expert and continuity support for new business, taking a proactive lead in initial assessments, settlement, and ongoing service delivery of a person supported ensuring continued evaluation, adaptation of support, and continuous practice development as their needs evolve, ensuring positive outcomes and the best experience possible as they adjust to changing environments.
- To take the lead on monitoring and evaluating the health and behaviour needs of the people we support, being a strong advocate for their needs, and working with the Clinical team, and the PBS Team where necessary, as well as external professionals to ensure Health and Behaviour and Crisis Plans are reviewed and updated regularly, keeping excellent records, and in line with policy and best practice.
- To provide the best care and support possible, in accordance with a person's evolving support needs and creating and regularly reviewing personalised support plans using specialist knowledge, gaining input from other health and care professionals, families, and advocates so that people's holistic needs are supported.

Legal, Risk, & Compliance

- Identify, escalate, and contribute to the management of all potential risks that could affect or impact the person supported's wellbeing or safety, or the effectiveness, efficiency and compliance of an individual's activities, to ensure that the best interests of the people we support are always maintained.
- To take a proactive lead in personal wellbeing, ensuring suitable coping strategies and escalations are in place and to actively be aware of colleague wellbeing, undertaking debriefs, escalating any concerns quickly and sensitively to ensure all colleagues are able to access support for, manage, and maintain their own mental wellbeing particularly in difficult or triggering situations.
- Identify, escalate, and contribute to the management of risks associated with any conditions, requirements, or controls conferred by the Mental Health Act, working closely with multi-disciplinary support teams (social work, local authority) ensuring demonstrable compliance with legal, regulatory, and organisational standards.

People

- Support an environment where colleagues feel encouraged to reflect on their practices, and guide, support and assess colleagues to promote continuous improvement and high levels of competency
- To act as a role model and mentor to colleagues, by demonstrating excellent levels of practice and ensuring care and support is tailored to the people we support.

Operational Excellence

- To provide the best care and support possible, in accordance with a person's evolving support needs and creating and regularly reviewing personalised support plans using specialist knowledge, gaining input from other health and care professionals, families, and advocates so that people's holistic needs are supported.

Quality and Compliance

- To ensure the health, safety, and wellbeing of self, colleagues, and people supported by following the appropriate policies and procedures and escalating any concerns, complaints or poor practice

Transformation and Growth

- Delivering tailored, life-enhancing support in line with the organisations complex care service models, working with the Clinical Team and other specialists to ensure that the needs of the people we support are met within a comprehensive and robust framework.
- To contribute to creating a culture of continuous improvement by working with the team to identify areas of improvement in the day to day running of the service, delivery of care and support for the individuals that live there, and the environment to reduce the person we support's reliance on paid support, improve their mental and physical wellbeing, support them to live a happy, contented life with fewer interventions and positive outcomes.
- Continuously Embrace and evaluate new ways of working and improvements, to support the Service Leader to identify good practice and challenge areas of support that could be improved to reduce the person we support's reliance on paid support, improve their mental and physical wellbeing, support them to live a happy, contented life with fewer interventions and positive outcomes.

Area	Within a defined service or cluster of services which will be identified by the Intensity Scale. Travel is likely to be a requirement of the role to support assessments and transitions.
Collaboration	It is expected that the post holder will proactively engage with a team of supporting Business Partners, Operational, and Support Services colleagues to ensure the right action and support can be delivered at the right time but particularly with the Clinical Team, PBS Team, and external partners or multi-disciplinary teams as required.
Budgets	no budgetary responsibility

Knowledge

- ❖ SVQ Level 3 Health and Social Care (Scotland) or Level 4 Diploma in Care (England)
- ❖ Evidence of continuing professional development
- ❖ Medication Level 3 training and ability to undertake competency assessments for Support Workers (desirable)
- ❖ Training in:
 - Trauma Informed Care
 - Resilience
 - Advanced Autism
 - Sensory Integration
 - Positive Behaviour Support
 - Supine/Prone Restraint
 - MCA+ DOLS *enhanced)
 - Attachment Theory
 - Relationship Based Care
 - Training related to the diagnoses as defined within the care and support plan

Experience

- ❖ Experience of getting to know people individually and ensuring their needs are met in a way that is caring, kind and respectful.
- ❖ Experience of working independently
- ❖ Understanding of person centred support
- ❖ Experience of working in complex care within a social or health care setting (essential)
- ❖ Experience of working with people with specific diagnoses as defined within the care and support plan, or specified within job advert
- ❖ Working with MDT teams and participating in complex case reviews for people supported
- ❖ Working with people supported who present behaviours that require intensive support planning and management to ensure their safety and quality of life at all times
- ❖ Proven track record of working in a health or social care setting
- ❖ Experience of working to CQC/CI regulations and inspection processes