

## Senior Support Worker (Ascot House)

## Role Profile

**Service:** Adults Directorate (Adults Social Care) – Ascot House  
**Band:** Band 4  
**Reporting to:** Deputy Manager and Registered Manager  
**Responsible for:** No direct reports



**TRAFFORD**  
COUNCIL

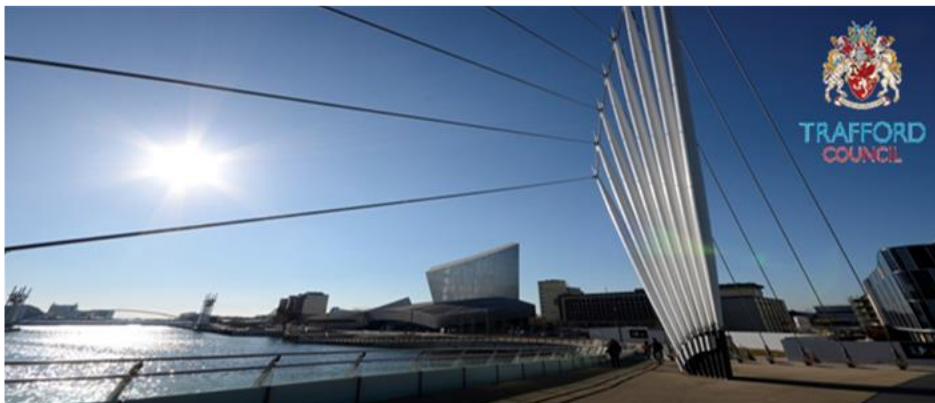
### About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Trafford – where all our residents, businesses and communities thrive***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



### Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Overview

Ascot House is a Care Quality Commission (CQC) registered service provided by Trafford Council and is based in Sale. The service provides intermediate care and support for people (up to 36 beds) who are medically well enough to be discharged from hospital but need short-term social work input as required. The service provides assessment and support (up to 9 beds) for people who have been discharged from hospital awaiting return to their home address with a package of care or long-term residential or nursing care placement. The building is divided into five 9 bedded units, located in the Community. The service is therapy led and operates on a multi-disciplinary (MDT) approach. The multi-disciplinary team (MDT) provides physiotherapy, occupational therapy and social work input as required. In addition, a designated GP and local community services such as nursing, podiatry, dietetics and speech and language provide support when necessary.

### Your Main Priorities

- Support and assist the Management Team and to supervise a team of Support Workers; to provide quality personal care services to individuals whilst a resident of Ascot House in accordance with the practices and procedures of the Local Authority.
- Ensure that the team work towards promoting and maximising the independence of Service Users and empowering and enabling individuals to make informed choices whilst staying at Ascot House to support them to achieve their goals, plans or wishes.

### Key duties

- Supervising Support Workers on a day-to-day basis, ensuring that services provided by the team are of a consistently high quality, ensuring good continuity of care and adhering to the guidelines of best practice.

- Allocating work to Support Workers on a daily basis by effectively co-coordinating all available resources appropriately to ensure the efficient and effective running of the service.
- Supporting the Deputy Managers and Manager to monitor staff performance. Identifying the training and development needs of the team by carrying out skills performance assessments and supervisions and PDRs if required.
- Supporting the Deputy Managers and Manager to ensure the safe working practices are adhered to at all times, promoting a safe and healthy working environment for all staff and Service Users. This includes carrying out and reviewing risk assessments within required timescales.
- Ensuring support and support profiles are reviewed and updated as necessary within the principles of person-centred care planning and within required timescales.
- Liaising and communicating effectively with other professionals, Service Users and their families / carers / representatives / advocates as appropriate; to ensure a smooth transition through the service and achieve best possible outcomes for the individual. To ensure that Service Users are fully included in any decisions made in relation to the service they receive.
- Working effectively alongside colleagues within the department to ensure the effective and efficient delivery of a flexible, high-quality service.
- Assisting and supporting the Deputy Manager and Manager to monitor service quality by completing Service User Reviews and distributing / assisting with Service User Questionnaires as necessary.
- Making accurate records of information as directed by the Deputy Manager or Manager and submitting information in the required format and within required timescales.
- Undertaking any other duties which are commensurate with the grade and which may be required by the needs of the Service.

**All duties must be carried out to comply with:**

- All relevant legislation and statutory requirements
- National Minimum Care Standards
- General Social Care Council Codes of Practice
- Good practice guidelines and standards within National Vocational Qualifications.
- Organisational and departmental policies and procedures

## About You

### **Qualifications and Professional Development**

- Good standard of education including GCSE Maths and English or equivalent
- A commitment to complete NVQ level 3 in Health and Social Care within 2 years of commencement date
- Commitment to own professional and personal development

### **Experience and Knowledge**

- Experience in a supervisory capacity in a relevant care setting within the past 2 years
- Experience of supervising a staff to provide a care service which delivers high quality customer outcomes.
- Experience of supervising a small team (5+) of staff working on a rota basis
- Experience of ensuring that standards, policies, procedures are in place, understood and adhered to
- Experience of proactively managing health and safety
- Experience of operating systems of work which are logical, user friendly, person centred and provide robust audit trails in accordance with relevant regulations
- Experience of outcome focussed care and support approaches including robust care planning
- Good understanding of health and safety and risk management, and able to identify risks and effectively manage these.
- Thorough knowledge of medication administration requirements and experience of operating a safe and accurate medication administration service
- Sound understanding of good care principles
- Understanding of regulations and legislation within the domiciliary care profession
- Understanding of safeguarding adults at risk
- Sound understanding of the Care Quality Commission (CQC) and how they inspect and regulate service

### **Skills and abilities**

- Good interpersonal skills and sensitive to the needs of others

- Strives to reach the highest standards in customer service
- Communicates effectively, both verbally and non-verbally
- Compassionate, patient and empathetic
- Flexible and approachable with a positive attitude, even under pressure
- Deals with emergencies and difficult situations swiftly and efficiently and understand the escalation process
- Records with accuracy and detail
- Works on own initiative
- Ability to work as part of a team

**Special Conditions**

- Enhanced DBS required
- Unsocial hours/work every other weekend
- Required to work bank holidays on a rota as directed by the needs of the service

Date prepared/revised	October 21 / 24.7.25 (formatting/minor amends)
Prepared/revised by	J Marshall-Townsend & S Burrell / S Burrell & L Shellabear
Job Evaluation	Existing evaluation

**Health and Safety**

To operate safely within the workplace with regard to the Council’s health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

**Equalities & Diversity**

To work within the Council’s Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

**Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council’s pursuit of excellence in service delivery.  
To recognise the value of its people as a resource.