

SENIOR SUPPORT WORKER INFORMATION & AGREEMENT OVERVIEW

Please read this document carefully before signing your employment contract.

Welcome to **There4U Agency**. This document serves as an informative guide detailing the elevated expectations, supervisory duties, and operational standards required for the role of **Senior Support Worker**. Please review this information thoroughly before digitally signing your employment agreement.

1. POSITION SUMMARY & LEADERSHIP EXPECTATIONS

As a **Senior Support Worker**, you hold a pivotal leadership role within There4U Agency. In addition to delivering high-quality, person-centered care, you are responsible for guiding frontline staff, monitoring care quality, and ensuring that all service delivery aligns perfectly with regulatory standards and agency policies. Your objective is to champion independence, safety, and dignity for all service users while mentoring your team.

1.1 Working Locations & Mobility

This is a dynamic, field-based leadership position. You will be expected to oversee care delivery, conduct audits, and support teams across various regional locations, including:

- **Leicestershire City Council** areas
- **Nottinghamshire City Council** areas
- **Birminghamshire City Council** areas

Given the supervisory nature of this role across multiple regions, you must maintain the ability to travel efficiently between service sites and clients' homes using suitable transportation (such as a personal car, bicycle, or public transport).

2. COMPREHENSIVE SENIOR RESPONSIBILITIES

Your duties encompass advanced care management, team leadership, quality assurance, and direct administrative escalation:

2.1 Care Management & Advanced Assessment

- **Capacity & Complex Assessment:** Lead and evaluate service users' capacity, baseline needs, and daily living skills to develop highly tailored support strategies.
- **Care Plan Implementation:** Oversee and deliver personal care tasks—including complex moving and handling procedures—in strict compliance with individual Client Care/Support Plans.
- **Nutritional Oversight:** Ensure dietary and nutritional requirements are properly managed, including preparing balanced meals and assisting with specialist feeding plans where required.

2.2 Team Leadership & Quality Assurance

- **Staff Mentorship:** Act as a role model and point of escalation for Domiciliary Care Workers, ensuring they maintain the high care standards expected by There4U Agency.
- **Safe Environments:** Monitor care environments to ensure service users and field staff are never put at risk due to home care or housekeeping activities.
- **Asset Protection:** Ensure that all property and specialist mobility or medical equipment belonging to service users are handled safely and respectfully by the whole team.

2.3 Administration, Engagement & Professional Liaison

- **Social & Mental Wellbeing:** Oversee the implementation of stimulating activities designed to promote social inclusion and mental engagement.
- **Financial & Practical Assistance:** Assist clients (and guide staff in assisting clients) with complex daily tasks such as financial administration, bill payments, and benefits collection.
- **Multi-Agency Collaboration:** Build, maintain, and manage professional working relationships with service users' families, external social work teams, and healthcare professionals.

Critical Escalation & Safeguarding Requirement

As a Senior Support Worker, you are a primary link between field staff and management. You must strictly adhere to all There4U Care Services safeguarding policies. You are contractually required to **immediately notify and alert Care Supervisors or Registered Managers** regarding any significant changes in a client's physical or mental condition, safeguarding alerts, or team performance issues.

3. COMPENSATION, PROBATION, AND PERFORMANCE

- **Hours & Commitment:** This senior position requires a standard commitment of a **40-hour workweek**.
- **Remuneration:** Compensation is structured around a competitive annual salary (distributed over a 12-month period), scaled to reflect the additional leadership and supervisory obligations of the Senior role.

- **Probationary Period:** All senior appointments are subject to an initial **three (3) month probationary period** to assess leadership capabilities and clinical compliance.
- **Strict Compliance Notice:** Any serious breach of contract, failure to escalate critical safeguarding risks, or engagement in illegal activities will result in **immediate termination of employment**.

4. MANDATORY COMPLIANCE DOCUMENTATION

Before your senior onboarding and digital system access can be finalized, you must submit verified copies of the following mandatory compliance documents:

1. **Enhanced Police Clearance / DBS Certificate**
2. **English Language Proficiency Certificate** (if applicable)
3. **Advanced Care/Nursing Qualifications** (relevant to senior care delivery)
4. **Negative TB (Tuberculosis) Test Result**

5. ACKNOWLEDGEMENT & DIGITAL SIGNATURE

By proceeding to digitally sign your employment contract, you confirm that:

- You understand the elevated leadership, supervisory, and clinical responsibilities attached to the Senior Support Worker position.
- You agree to act as a diligent guardian of care quality, traveling across designated council regions as required.
- You agree to enforce and adhere to all There4U Agency operational policies, reporting hierarchies, and safety standards.