

JOB DESCRIPTION

DEPARTMENT:	Support Services Team
JOB TITLE:	Senior Support Worker
REPORTS TO:	Support Services Manager
HOURS:	35 hours per week over seven days
CLOSING DATE:	11:59pm, Monday, 20 th April 2026
SALARY:	£24,570

1. JOB PURPOSE

To provide operational assistance to the Support Services Manager (SSM) and team members to ensure the continued delivery of the high-quality, person centred, community-based Support Service for Deaf and Deaf-blind adults living in Sefton, Wirral and Liverpool.

In addition to providing direct client support, the Senior Support Worker will assist the SSM with rota co-ordination during periods of their absence, and participate in the weekend on-call rota to ensure appropriate cover for staff absences or emergencies. This will include, acting as a point of contact when the SSM is not on duty, rotating on-call provision during weekends with the SSM, supporting the SSM with rotas, team communication, staff mentoring, and maintaining a positive and motivated team.

The postholder will act as a positive role model for colleagues, supporting the consistency and quality of service delivery in line with MSDP's values and standards.

2. PRINCIPAL ACCOUNTABILITIES

- a) To be an effective and professional member of the Support Services.
- b) To work effectively with the Support Services Manager to ensure high quality services are delivered.
- c) To participate and contribute to the Support Team meetings as directed by the Support Services Manager.
- d) To ensure that the support provided is consistent with the quality and standards required by all current and relevant social care legislation.
- e) To proactively contribute to the smooth running of the Support Services through the use of the agreed administrative procedures.
- f) Mentor newer staff with guidance and knowledge-sharing.
- g) Participate in the weekend on-call rota to coordinate emergency staff cover or respond to urgent issues.
- h) Where no alternative cover can be arranged, provide direct client support to ensure continuity of care.

- i) Record and report all on-call actions and outcomes to the Support Services Manager.
- j) With guidance and support from the Support Services Manager, to deliver agreed tasks as part of all clients' Support Plans.
- k) To enable and empower clients in their home environment and the local community, as identified in the Support Plan.
- l) To promote personal, social, and everyday skills.
- m) To enable clients to be part of community-life by using local facilities and services in the area.
- n) To identify where individual needs are not being met and raise possible solutions with the Support Services Manager.
- o) To record detailed personal records of all the work completed and submit notes on the charity's client management system.
- p) To follow safeguarding and incident reporting procedures.
- q) To ensure that all actions and procedures relating to the Person-Centred Programmes (Support Plan) are carried out at all times.
- r) To follow all other administrative procedures as directed by the Support Services Manager.
- s) To assist the Support Services Manager in gathering information and feedback to improve service delivery.
- t) To adhere to the agreed policies and procedures of MSDP.
- u) To undertake additional tasks or duties not specifically outlined in this job description, in response to the needs of the Service. These duties will be in line with the individual's skills and competencies, and the postholder will be expected to be flexible and adaptable in their approach to meeting the evolving needs of the role and the organisation.

3. KNOWLEDGE AND EXPERIENCE

Experience:

- Experience in a support worker or care worker role, ideally within a home support or community setting.
- Experience of working with individuals with sensory loss, physical disabilities, learning disabilities, or mental health conditions.
- Knowledge of British Sign Language or Deaf-blind tactile communication methods.

Understanding of Person-Centred services:

- Proven experience in delivering person-centred support, and supporting clients in developing and maintaining independence.
- Experience in implementing and reviewing individual Support Plans in collaboration with clients and team members.

Knowledge of Relevant Legislation and Best Practices:

- An awareness of social care legislation, including the Care Act 2014, Safeguarding Vulnerable Adults, and the Health and Social Care Act 2008.
- Familiarity with the Equality Act 2010, Mental Capacity Act 2005, and other relevant social care policies and procedures.

Safeguarding Awareness:

- Experience of adhering to safeguarding policies and procedures to ensure the safety and well-being of vulnerable adults and children.
- Knowledge of how to report and escalate concerns regarding safeguarding, including experience following safeguarding protocols.
- Experience in following incident reporting procedures, ensuring that appropriate actions are taken and that incidents are documented thoroughly.

Communication and Teamwork:

- Experience in working within a team and the ability to communicate effectively with colleagues, clients, and external professionals.
- Demonstrated ability to contribute to team meetings, share observations, and collaborate on the development of care/support strategies.
- Administrative Skills: experience in maintaining accurate client records and using digital client management systems for reporting and tracking progress.
- Ability to complete detailed daily logs, incident reports, and support plans.

Practical Support Skills:

- Experience in supporting clients with daily living tasks, such as meal preparation, shopping, and accessing community services and hobbies.
- Understanding of how to promote and encourage personal, social, and life skills development.

Flexible Working and Rota Participation:

- Willingness and experience in working flexibly as part of a rota system, including supporting colleagues with emergency cover where necessary.
- Responsibility for being on-call two weekends per month (or equivalent) with a paid enhancement for fulfilling the duty, with additional hourly rate paid on provision of a timesheet if a call out is completed.

Training and Professional Development:

- Willingness to undertake training to meet the specific needs of clients and stay current with social support best practices, including British Sign Language training where needed.
- Experience of, or willingness to undertake, mandatory training such as NVQ Care Certificate, Safeguarding Adults, and Health & Safety.

Cultural Sensitivity and Equal Opportunities:

- Ability to work effectively with individuals from diverse backgrounds and cultures.
- Understanding of the importance of promoting Equality, Diversity, and Inclusion (ED&I) in all aspects of support – including an awareness of Deaf culture.
- Be qualified to NVQ Social Care Level 3 (or equivalent) standard, or be willing to work towards it.
- Full Driving Licence, with access to a car insured for business use.

4. RELATIONSHIPS:

a) Supervisory responsibilities:

Support Workers (a proportion of the full Team).

b) Supervision Received

The post holder will report to the Support Services Manager for instruction and guidance. The post holder will perform duties without direct supervision where appropriate.

c) Other Contacts:

- i) Frequent contact with MSDP staff at all levels to answer support and community issues, to ensure that the correct procedures are followed.

d) Outside MSDP:

- i) Contact with social support / care, statutory and third sector organisations.
- ii) Deaf, Deafblind and Hard of Hearing Community groups.

5. CONTEXT:

a) Operating Environment:

The post holder will assist in the provision of community-based support services.

Hours of work will be over 7 days, in accordance with the standard working to meet operational needs.

b) Framework and Boundaries:

Care Act 2014, Safeguarding Vulnerable Adults, and the Health and Social Care Act 2008.

Equality Act 2010, Mental Capacity Act 2005

Health & Safety at Work Act 1974

All MSDP policies and procedures, codes of practice and guidance notes including, Personal Protective Equipment and Health and Safety Training.

6. Organisational Values

MSDP are **PROUD** to be inclusive.

The postholder will adhere to the charity's values of:

Professionalism,

Respect,

Open communication,

Unique – celebrating difference, and

Deaf first.

PERSON SPECIFICATION: Senior Support Worker

	Essential	Desirable
Experience of working effectively within a Team.	X	
Experience of support team members.		X
Experience in a support worker or care worker role, ideally within a community setting or home environment.	X	
Deafblind Communicator Guide qualification		X
British Sign Language skills	X	
Be qualified to NVQ/ILM NVQ level Social Care 3 (or equivalent) standard.		X
Ability to promote and encourage a client's personal, social, and life skills development.	X	
Proven experience in delivering person-centred care and supporting clients in developing and maintaining independence.	X	
Knowledge of the needs of people with hearing or sight loss	X	
Knowledge of social support / care and Health and Safety legislation		X
IT skills in order to utilise software on work mobile phones or work laptops to undertake the role	X	
Ability to communicate effectively and with respect within the organisation as well as with clients and external organisations.	X	
Experience in maintaining accurate client records, including support logs, reports, and updates within client management systems.	X	
Understanding and experience in safeguarding vulnerable individuals and adhering to safeguarding policies and procedures.	X	
Knowledge of how to report and escalate safeguarding concerns in accordance with established protocols.	X	
Willing to be on-call for two weekends each month, (or equivalent)	X	
Ability to work as part of a team, contributing to team meetings and collaborating on support strategies.	X	
Full clean driving licence and/or access to vehicle for business use		X