

JOB TITLE

SENIOR SUPPORT WORKER

JOB SUMMARY

The Senior Support Worker plays a key leadership role within Resilica Care, supporting the management team in delivering high-quality, person-centred care for individuals with mental health conditions, and complex needs.

This role involves both direct care and supervisory responsibilities, ensuring that care delivery meets the highest standards of safety, dignity, and effectiveness.

Senior Support Workers at Resilica Care embody our commitment to independence, inclusion, and resilience. You will lead by example, supporting others to deliver person-centred, high-quality care that reflects respect, empowerment, and partnership.

JOB RESPONSIBILITIES

| Key area | Tasks |
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| Care and Support Leadership | Provide compassionate, person-centred support, modelling best practice for Support Workers. |
| | Lead shifts, allocate duties, and ensure care plans are followed consistently. |
| | Support individuals with daily living activities, medication, and community access while promoting independence and well-being. |
| | Ensure service users' physical and emotional needs are met with dignity and respect. |
| | Act as a key worker for designated individuals, contributing to assessments, reviews, and personalised support planning. |
| Health, Safety and Compliance | Ensure all health and safety, infection control, and safeguarding protocols are consistently applied. |
| | Conduct safety checks, risk assessments, and incident reviews as directed. |
| | Respond effectively to emergencies, ensuring that appropriate follow-up actions and reports are completed. |
| | Ensure compliance with CQC regulations, Resilica Care policies, and sector best practice. |

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| Communication and Record Keeping | Maintain clear, accurate, and timely records using company systems. |
| | Communicate effectively with colleagues, families, professionals, and external agencies. |
| | Contribute to handovers, team meetings, and multi-disciplinary reviews. |
| | Report safeguarding concerns, incidents, or changes in service user needs immediately to management. |
| Quality and Continuous Improvement | Actively contribute to service audits and improvement initiatives. |
| | Participate in reflective practice, supervision, and ongoing CPD. |
| | Model trauma-informed and PBS-aligned support approaches in daily practice. |
| | Support in implementing and reviewing care documentation, policies, and risk management plans. |

QUALIFICATIONS

Educational and Experience

- Proven experience in a care or support role within social care (minimum 2 years).
- Strong leadership, communication, and decision-making skills.
- Understanding of safeguarding, CQC standards, and positive behaviour support principles.
- Compassionate, reliable, and professional approach to care.
- NVQ Level 3 in Health & Social Care (or working towards).
- Willingness to undergo enhanced DBS check.
- Flexibility to work a range of shifts including evenings, weekends, and sleep-ins.



Additional Requirement Desirable:

- Experience supervising or mentoring staff.
- Full UK driving licence and access to a vehicle.
- Training in PBS, Autism Awareness, or Trauma-Informed Practice.



Resilica Care
Empowering Lives