

## senior support worker

Employment Type: **Permanent**  
 Job Type: **Full-time**  
 Location: **Derby (Various)**  
 Reporting to: **Service Manager/Team Leader**

### about the role

To lead by example and support a team of Support Workers in delivering high-quality, person-centred mental health care within Twyford Care Group. The Senior Support Worker plays a key role in promoting safe practice, staff development, and service user empowerment, ensuring all support is delivered in line with organisational values, policies, and professional standards.



### requirements

- Proven leadership, communication, and team management skills.
- A genuine passion for making a meaningful impact in the lives of others.
- Flexibility to participate in the out-of-hours on-call rota as required.
- Full UK driving licence and access to a personal vehicle.
- The legal right to live and work in the UK.

### salary & benefits

- Competitive salary.
- Company pension contribution.
- Flexible working hours and family-friendly policies.
- Free enhanced DBS check.
- Comprehensive induction programme.
- Ongoing training, CPD, and genuine career development opportunities.
- Invitations to corporate events and internal recognition schemes.

**How to apply:** Please register your interest by emailing your CV to [recruitment@twyfordcaregroup.co.uk](mailto:recruitment@twyfordcaregroup.co.uk)

## general responsibilities

- Arrive at work punctually and maintain excellent attendance and timekeeping.
- Follow all reasonable instructions given by the senior management team.
- Do not leave duties unattended without prior approval from senior management.
- Report any criminal offences or legal concerns to line manager.
- Uphold the organisation's policies and procedures at all times.
- Undertake mandatory and ongoing training as required for role.
- Complete audits as required to support high standards of care.
- Learn about service user's specific needs and provide help in the most appropriate way. Adhere to meet the needs of support plans and overall views of support in place.
- Enable service users to self-manage their personal and domestic resources and to undertake activities of daily living.
- Support service users in achieving independence in all areas of their life by providing appropriate information, opportunity, training, counselling and support.
- Encourage those living with mental illness to recognise, understand and manage factors that impact their mental well-being and physical health.
- Assist service users with their medical and welfare needs whilst complying with all medicine policies, including storage, support and record keeping.
- Assist in developing, implementing and reviewing support plans and other necessary paperwork.
- To monitor and report to senior staff on the effectiveness of support delivery.
- Maintain a safe, clean and enjoyable environment to live and work in.
- Provide emotional and practical support to service users.
- Undertake duties consistent with the overall purpose of the post as directed by Service Managers.
- Relief on-call as and when required.



## leadership and mentoring

- Provide Mentoring and support to the staff team in the absence of senior management.
- Nurture and motivate the staff team by involving them in day-to-day discussions.
- Assist the Team Leader in the daily running of services and complete assigned tasks as required.
- Build strong, fair, and respectful relationships with staff and service users, favouring no one.
- Model excellent professional behaviour and lead by example.
- Communicate clearly and consistently to ensure staff understand organisational aims and values.
- Maintain confidentiality and ensure staff do the same.
- Respond to professionals and visitors in a courteous and professional manner.
- Motivate staff through active involvement in service discussions and day-to-day operations.
- Undertake any duties within skills and capabilities as requested by senior management.



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## support to service users

- Develop an in-depth understanding of the service users within cluster, including their support plans and risk assessments.
- Promote respectful, person-centred, and culturally sensitive support practices.
- Ensure that service users' rights to independence, choice, and dignity are upheld.
- Coordinate and participate in meetings involving families, social workers, or professionals.
- Prepare for and attend service user reviews, ensuring follow-up actions are taken as required.
- Participate in assessments of new or current service users when required.

## staff team responsibilities

- Ensure daily handovers of key information are carried out effectively.
- Be approachable and available to staff needing guidance, support, or clarification.
- Support staff to develop positive, respectful, and inclusive relationships with service users.
- Conduct post-incident reviews with involved staff to reflect, learn, and improve future responses.
- Address staff concerns or feedback professionally and promptly, ensuring fairness.
- Attend and participate in supervision, appraisals, and performance reviews as required.

## meetings and communication

- Attend management meetings as required.
- Take an active role in team meetings, including chairing or note-taking where appropriate.
- Ensure meeting actions are documented and followed through.
- Be accountable for tasks or outcomes assigned during meetings.
- Ensure meetings are arranged, attended with families, social workers and specialist services for service users in cluster. Taking an active role in recording outcomes and any actions.

## health, safety & compliance

- Ensure home safety and compliance checks are completed and logged in Access Care. Report any issues immediately.
- Promote safe working practices across the, including moving and handling, fire safety, infection control, and food hygiene.
- Ensure adherence to health and safety legislation and internal policies.
- Report incidents and accidents promptly using Access Care. Follow up on the wellbeing of those involved.
- Oversee medication procedures, ensuring weekly audits are completed and best practices followed as required.



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