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| Service and job specific context statement |
| **Directorate:** | Health and Adult Services |
| **Service:** | Care and Support Services |
| **Post title:** | Senior Care and Support Worker |
| **Grade:** | F |
| **Responsible to:** | Registered Manager or in their absence, the deputy |
| **Staff managed:** | A group of staff, typically co-located |
| **Date of issue:** | December 2015 |
| **Job family:** | **C&S - Care & Support** |

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| Job context |
| The care and support you provide maybe undertaken in a range of settings for example a residential home, a resource or day centre, in the service user’s own home and/or local community. You will work in ways which are consistent with the key aims of maintaining dignity and respecting human rights, as well as maximising the independence and potential of individual people to lead rich and fulfilling lives. The nature of the environment requires you to plan and organise, as well as respond to change. This is an emotionally demanding role due to the nature of the resident’s physical, mental and emotional health and wellbeing.You will work in a way which recognises the abilities and talents of individual people and enable their social, spiritual, recreational, educational and entertainment needs to be met. In conjunction with the independent living facilitator as appropriate, you will ensure stimulating activities to promote interest, mobility and independence.You will work as shift leader overseeing the work of other staff on duty and provide formal supervision for a group of staff. You will monitor and administer medication, as appropriate. You will work in accordance with legislation, and Directorate policy and procedures, agreed quality standards and individual care plans/service plans.The role involves physical activity, moving and handling residents from a variety of situations, as well as use of equipment as necessary. This role involves spoken communications so a confident use of English language is required.An enhanced DBS clearance is required. |

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| Structure |
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| **STRUCTURE:**Senior Resource Workers, Resource Workers, Ancillary staff, Wider HAS colleagues | Registered Manager/Deputy ManagerOther external care providers eg NHS, GP’s, Voluntary sector agenciesWider HAS colleagues, eg Safeguarding, Assessment essorsOWho are they working alongside (optional)Senior Care and Support WorkerActing as shift lead – overseeing Resource Workers, Ancillary Staff |

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| Job purpose | You will provide care and/or support for an individual or group of individuals in a person centred way to ensure their well-being independence and choice in response to an assessment of their needs. You will lead a shift of Resource Workers at Entry, Levels 1 and 2 in carrying out their duties whilst on shift and to oversee the shift in the absence of the Registered Manager or their Deputy. |
| Operational management | * Work with the independent living facilitator as appropriate to ensure stimulating activities to promote interest, mobility and independence
* Support people to maximise their independence, and maintain their well-being in a person centred way
* Provide appropriate personal care in a manner that promotes dignity and independence, assisting people with their personal hygiene and appearance
* Provide all support in line with support plans, contributing, as appropriate to person-centred support plans and review
* Ensure that dietary needs and choice are met.
* Undertake key worker role for one or more individual people as agreed with Team Manager.
* Undertake appropriate and continuous monitoring
* Ensure people make best use of community facilities as appropriate.
* Enable people to access appropriate health care
* Provide physical and emotional support, meeting personal and physical care needs in an appropriate and timely manner.
* To administer first aid to people as required following appropriate training
* Take a lead role within the team for developing creative solutions in conjunction with Managers.
* Keep up-to-date with, and ensure team awareness of national and local best practice initiatives in one or more service areas.
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| Communications | * Constant need to communicate effectively with other staff, colleagues and partners
* Communicate effectively with people and their carers, families and friends.
* Promote and enable independence through verbal encouragement
* Helping to resolve any disagreements between residents ( see also safeguarding section below)
* Enable people either to advocate for themselves or access advocacy schemes as necessary.
* Support people in accessing paid and/or voluntary employment opportunities, where appropriate.
* To attend meetings as requested by the unit managers
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| Partnership / corporate working | * Promote multi-agency (including Health and District Councils) and/or multi-disciplinary working especially for people with more complex health needs
* Assist Managers with team development and operational effectiveness
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| Resource management | * To lead a team of Resource workers in carrying out their duties and to oversee a shift
* To make decisions / contact a more senior Manager where required.
* Assisting of induction of new staff by working alongside offering support and guidance
* Provide formal supervision to a group of resource workers or ancillary staff as delegated by management
* Support and assist resource workers and ancillary staff with learning and development/ obtaining qualifications. Cascade training and learning to other colleagues.
* Undertake “champion” role in regard to agreed service/practice issues as agreed with Managers.
* Monitor and help with medication as appropriate and where necessary, monitor and administer medication in accordance with current procedures and guidance.
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| Systems and information  | * Maintain a range of accurately written records as appropriate.
* Produce reports as required.
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| Safeguarding | * Contribute to the safeguarding of vulnerable adults and alert an appropriate person where potential abuse is identified
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| Health and Safety | * Adhere to safe working practices and Health and Safety requirements and operate in line with relevant risk management framework.
* Identify environmental and falls risks provide appropriate advice and information and refer on when necessary
* Enable people to live in a safe, comfortable, warm and clean environment
* Working to address and also inform Registered Manager of any unsafe practice identified or observed
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| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge* Evidence of advanced knowledge of particular or relevant area(s) of service or specialism (e.g., autism, EMI, challenging behaviour).
* Working knowledge of current best practice in the social care of older people and adults and related National Care Standards.
* Knowledge and understanding of how Equality & Diversity, Dignity & Respect and Human Rights will apply to this role
 | * Working knowledge of current developments in the organisation and provision of social care for older people and adults.
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| Experience* Significant experience in social care or a related discipline.
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| Occupational Skills* Ability to communicate clearly and effectively both verbally and in writing
* The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
* High level of interpersonal skills
* Demonstrable advocacy and negotiation skills
* Ability to present information to individuals and small groups
* Report writing skills
* Good standard of numeracy and literacy skills
* Ability to interpret basic budget and statistical data
* High level of organisation skills to prioritise and manage workload
* Problem-solving skills to find solutions for day-to-day service delivery problems
* Ability to work under own initiative and independence
* Ability to supervise and direct a group of staff
* Ability to work as part of a team
* Ability to conduct day-to-day risk assessment and Health & Safety practice
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| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role* Commitment to achieving NVQ3/4 within 12 months if not already achieved
* An NVQ or QCF level 2 in Care
 | * An NVQ level 3/4 Care/Promoting Independence.
* First Aid Training
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| Other Requirements* Car user (for community based work)
* Flexibility with availability to work evenings and weekends where required.
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| Behaviours  | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.