

Job Description

Post Title: Senior Community Support Worker

Service: Supported Living

Salary: Grade 5 - from 25,295 per year (pro-rata)

Purpose of Post

To provide a supportive and enabling environment for vulnerable people with mental health problems, challenging behaviour, autism, ABI (Acquired Brain Injury), learning difficulties, in a rehabilitation setting and individual tenancies in accordance with assessed identified plans of care.

To assist the management team ensuring the expectations of Commissioners, the Care Quality Commission is met through compliance with Policies and procedures and good professional standards. To alert and report any issues or cause for concern to line manager. To provide an environment where both service users and staff can thrive and become the best they can be.

Key Tasks, Responsibilities and Accountabilities

To undertake such additional duties as are reasonably commensurate with the level of the post.

1. Physical Care: Helping people with toileting, washing, dressing, eating, personal hygiene, mobility according to their need when required. To administer medication as directed by GP or consultant. To ensure safe storage and keep accurate records in line with the medication policy and in accordance with agreed care plans and liaise with the appropriate medical professionals as necessary. To undertake medication audits / checks in accordance with procedure and report any discrepancies or concerns to manager and Pharmacy ensuring the safety of the person at all times.

2. Individual Development: To assist and encourage individual development with regard to domestic and social and recreational skills; in order to attain set goals and to record outcomes and achievements towards independence. To support the manager in the monitoring and updating of individual care plans and maintenance of accurate records for audits or funding purposes.

3. Recording Skills: To maintain detailed written records of patterns of care and observations of service users. To take lead role in monitoring and reviewing relevant paperwork pertinent to individual service users, i.e.: Medication Mar Charts, Care Plans Finance books, ESG, Autism Paperwork, Development Logs etc.

4. Housekeeping: To assist in matters of household management which Include: cleaning, shopping, menu planning, and cooking, budgeting, laundry and safety/security issues.

5. Financial Matters: This will entail liaising with the Money Management team; ensuring implemented budget plans are adhered to. Having responsibility for household and individual's personal monies and for maintaining financial records according to departmental instructions and service procedures. To complete weekly audits and report any discrepancies to the manager and or the Money Management team.

6. Health and Safety: To follow Health and Safety Guidelines in accordance with the Company's policies and procedures. Complete, Monitor, Update and Implement risk assessments in partnership with the Manager. Ensure Good practice in relation to Infection control, using appropriate PPE and maintaining a safe clean welcoming environment. Ensuring all weekly /monthly checks are carried out in accordance with the company's scheduler and any concerns are reported and made safe.

7. Liaison: To liaise with parents, carers, other professionals, internal and external agencies, local community and promote positive communication ensuring best outcomes for those in our care. To report regularly to line manager on progress and to notify them of any areas of concern, change in needs, etc. To attend and participate in staff/team meetings, supervision, appraisal, attend multi-disciplinary meetings and review meetings for service users as required.

8. Operational Management: To assist the Manager in the daily operational management of the establishments, staff and resources. To compile rotas in line with: Allocations, current care plans, individualised budgets, CHC funding. To anticipate and react to changing needs by adjusting allocations accordingly ensuring best value and most appropriate use of resource. To report any changes in need to Finance/ line manager. To provide supervision, guidance, direction to staff, including the induction of new members to the establishment.

9. Confidentiality: To adhere to national, corporate and departmental policies and procedures on confidentiality and the management and sharing of information, including GDPR.

10. Hours of work: To work a range of shifts on a 24/7 basis including evenings, weekends and Bank Holidays as required in accordance with service user needs.

11. Sleeping in duties: To undertake these as required.

12. Standby duties: To undertake these as required.

13. Training and Development: To Undertake training as appropriate to the post and to meet individual service user needs.

The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required, and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the company will expect to revise this job description from time to time and will consult with the post holder at such times.

General Duties

1. To actively support equality and diversity in all areas of work as appropriate.
2. To promote and maximise opportunities for client participation in all areas of work as appropriate and in line with Person Centred planning.
3. To be familiar with customer care and the organisations health and safety policies.
4. To actively participate in self-improvement in performance through supervision and workplace development/training
5. To ensure that communication, both internal and external is both timely and effective and that matters are reported appropriately to the line manager.
6. To ensure that resources are utilised appropriately and for maximum benefit.
7. Assist with the daily operational management of the establishment, staff and resources under the direction of the line manager.

No job description can be entirely comprehensive, and the post holder is expected to carry out other duties as required which are broadly consistent with the job description.

Reports To: The Resource Manager

Qualifications: Relevant qualification (NVQ Level 3 Care Services, Certificate in Health and Social Care or equivalent)

Please see next page for Employee Specification.

Employee Specification

Please provide as much information as possible to help us decide whether you meet the criteria below. Some criteria will be assessed from the information provided on your application form; Others will be assessed at interview or by selection tests as indicated. If you have a disability, the selection panel will shortlist you against the essential criteria only. Please ensure that you indicate on the application form whether or not you have a disability, so that this can be considered.

(Candidates must have and/or be able to demonstrate the following)

Essential Criteria	Application Form	Interview	Test N/A
An understanding of the support needs of people with a learning disability, challenging behaviour, Autism, ABI (Acquired Brain Injury), and mental health and a commitment to providing care as per the company's ethos and values.	✓	✓	
Ability to create positive relationships with service users, carers and stakeholders.	✓	✓	
Ability to: support the company and management team to be compliant with all statutory regulations such as CQC: through good practice, robust audit schedules and an adherence to policies and procedures.	✓	✓	
A knowledge and understanding of Person-Centred Planning approaches to care.	✓	✓	
Able to demonstrate a good knowledge and understanding of the care and support of people suffering with varying disabilities and the ability to put this into practice, when formulating support/ care plans with the ability to review and monitor progress.	✓	✓	
Suitably proficient IT skills and ability to work with a variety of electronic systems and procedures.	✓	✓	
Appropriately competent communication skills, both verbal and written.	✓	✓	

Ability to work on own initiative to prioritise own work loads and evidence good time management skills and ability to demonstrate positive leadership qualities.	✓	✓	
Ability to produce clear concise reports including: Support Plans, Risk assessments, autism records and evidence for CHC funding; having the ability to amend and review where appropriate.	✓	✓	
Ability to manage situations in a calm manor with a solution focused approach.	✓	✓	
Ability to use good negotiation and conflict resolution skills.	✓	✓	
Sufficient numeracy skills to deal with noncomplex finance records and data recording.	✓	✓	
Ability to work in partnership with other agencies/bodies.	✓	✓	
Able to demonstrate a good understanding and commitment to non-judgemental and anti-discriminatory practice.	✓	✓	
A willingness to undertake training as appropriate to the role.	✓	✓	
Ability to: monitor and supervise staff, offering appropriate guidance and advice with support/guidance from the immediate line manager.	✓	✓	
Ability to compile rotas which consider: the changing needs of service users and reflects allocations, ensuring effective use of resources and demonstrates sound fiscal sense.	✓	✓	
Ability and willingness to work flexibly, including: evening and weekend work; to form part of an out of hours standby service which supports staff and service users as and when required.	✓	✓	

Desirable Criteria	Application Form	Interview	Test N/A
Good understanding of Supported Living and changing needs of social care.	✓	✓	
Experience of working with service users with complex/ non -complex needs other agencies, Professionals, Care management and Health services.	✓	✓	
Good understanding of the Care Quality Commission regulations, standards and key Lines of enquiry.	✓	✓	
A good understanding and perception of what the role entails; with the ability to adapt, change and challenge as appropriate; building resilience and learning through development.	✓	✓	

Additional Information
Driver: The post holder must have a full driving licence and a car available for use, unless disability requires you to use alternative transport.
DBS: The post will be subject to an enhanced Disclosure and Barring Service checks and references.
Health and Safety: All successful applicants must be prepared to comply with the MioCare Group Health and Safety policies and attend all relevant statutory training as required.
Diversity and Inclusion: The Mio Care Group is committed to diversity and inclusion and all staff must demonstrate respect for and appreciation of differences in ethnicity, gender, age, national origin, disability, sexual orientation, education, and religion.
Attendance: There is an expectation that applicants can demonstrate a record of regular attendance (excluding illness linked to disability and pregnancy).
Probation; Appointments are subject to satisfactory completion of a probationary period, normally six months.
Annual Leave: 24 days, plus 8 Bank Holidays. The holiday year runs January 1st – December 31st.
Location: The post is based at Ena Hughes Resource Centre, 2 Ellesmere Street, Failsworth, Manchester M35 9AD. The post will carry a caseload which will involve borough-wide travel.