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| **Job Description** | |
| **Post title** | Senior Care Support |
| **JE Reference No** | N8440 |
| **Grade** | Grade 7 |
| **Service** | Adult and Health Services |
| **Service Area** | Adult Care – CDC & Support |
| **Reporting to** | Countywide Pathways Manager |
| **Location** | Your normal place of work will be based in one of the Pathway Hubs, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to a **enhanced disclosure**.(Adults and children lists) |
| **Covid-19 Vaccination** | Under the Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) Regulations 2021 in order to enter a care home, individuals must be able to demonstrate that they have received a complete course of their COVID-19 vaccination, unless exemptions apply. A complete course may refer to one or two doses of the vaccine, depending on the type of vaccine. It does not cover booster doses. Extending the policy to cover booster doses would require amending the regulations and be subject to parliamentary approval. |
| **Flexitime** | This post **is not** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post-holder will be part of a small team who will ensure high standards of care and support are continuously improved to people with a disability.

To supervise staff on a daily basis to provide appropriate care and support to adults with disabilities.

To take forward specialist service areas in-line with the service direction.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To provide/ensure appropriate levels of care and support to people with a disability, within care facilities or at appropriate locations.
* To undertake supervision and appraisals for all staff under your direction, including the supervision of volunteers.
* To monitor and manage staff absence and to comply with all staff absence procedures.
* To monitor the performance of the staff under your control, ensuring adherence of staff to appropriate policy, procedures and outcomes for people with a disability are achieved and appropriately recorded.
* To support the control of the budget established for your area of responsibility.
* To ensure/provide support to people in activities, choices and interests.
* To monitor the quality of service delivery for your area of responsibility and report the performance regularly to the Countywide Pathways Manager.
* To hold regular team briefings and ensure communication with stakeholders is carried out appropriately and in a timely manner.
* To complete and review personal risk assessments, working with individuals, other staff, Care co-ordinators, parents/carers and other providers of services.
* To ensure the individual service user is at centre of everything that happens and contribute to the realisation of Care Plans and Support Plans etc.
* To complete, co-ordinate and ensure the maintenance of appropriate records where necessary, including information on service users, staff, site risk register etc.
* To be responsible for Health & Safety checks/monitoring/dissemination of information as required.
* To identify and, where necessary, undertake any appropriate training/ development for staff.
* To participate in service user reviews with Care Co-ordinator colleagues.
* To work with other professionals in the delivery of the service.
* Take responsibility for and deal appropriately with any emergency that may arise, including adherence to the Protection of Vulnerable Adults from Abuse policy.
* To work the contracted hours over a flexible week to meet the needs of service users, which may include some evening and/or weekend work if appropriate.
* Deal appropriately with members of the public, service users and their carers, and report any issues or areas of concern to your line manager in a timely manner in line with agreed policies and procedures
* To undertake any identified training needs
* A commitment to continuous professional development
* To ensure professional boundaries are maintained.
* To undertake such other duties commensurate with the grade of post that may be required to ensure the service continues to meet or surpass the needs of people, as identified, in agreement with management

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * A recognised qualification in Care or Management at Level 3 or above | * Any relevant qualification at an appropriate level |
| Experience | * Relevant experience of working in a caring environment with people with a disability * Supervisory/management experience |  |
| Skills & Knowledge | * Inter-personal skills – understanding, supportive, good listener, non- judgemental. * Good recording/IT skills * Access to a car or access to a means of mobility support (if driving, must have a current valid driving licence and appropriate insurance) as required * Ability to support service initiatives * Ability to offer support and guidance in a constructive way |  |
| Personal Qualities | * Caring, sensitive and person-centred approach towards people * Work on own initiative - motivated * Team Player and supportive of teams/individuals * Flexible and positive approach to work * Approachable * Willingness to work flexible hours * Ability to work in various settings * Enthusiastic * Positive outlook and personal resilience * Willingness to achieve relevant qualifications * **Covid-19 Vaccination-** Under the Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) Regulations 2021 |  |