

ROLE PROFILE

Job family	Care	Role profile number	CA08-1577	Grade H
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Job purpose: Manage allocated work and cases to maintain or improve the wellbeing of clients. To determine care packages/support plans.

Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made compared with grade G posts. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	HNC, NVQ level 4 or equivalent experience/skills. Working towards relevant professional qualification Licence / certificate / qualification required for the role.
Knowledge and Skills	High level of relevant and practical experience acquired on. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems. Significant experience of working with clients and client groups with complex needs. Proven ability to carry out client risk assessments to identify eligibility for service provision and/or risk of harm. Proven ability to advise and guide clients to encourage development and to access services to which they are entitled. Ability to build trust and confidence with clients, client groups and colleagues. Proven ability to interpret situations, analyse behaviours to make judgements and deliver interventions to achieve outcomes. Proven ability to deliver training.
Creativity and Innovation	Work on own initiative to manage own activities and contribute to longer term activities / plans. Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Identify areas where improvements could be made within own role. Use independent analysis and judgement to apply knowledge of systems, procedures and best practice and in assessing risk to clients or others. Subject to practices and procedures which have clear precedents or operational guidance. Subject to managerial control and review of results May research and resolve problems as part of a support team. Provide advice and guidance on processes and procedures, escalating complex cases/issues appropriately and in line with agreed procedures. Identify eligible client needs and organise services to meet those needs by direct and / or third party provision of advice and support. Develop appropriate support packages and care plans through the accurate identification of client's needs, monitoring and reviewing the needs and services as required.
Contacts and Relationships	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Liaise with professional colleagues, providers and external agencies to gather and exchange information and to co-ordinate actions and interventions where required. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required. Support parents or carers regarding development issues including complex problems.

	Contacts will include: Colleagues, senior managers, partners, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices. The consequences of the decisions will have a material effect on the service.
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Work may require some physical effort. Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Senior Support Worker	
Role profile family:	Care	
Role profile number and grade:	CA08-1577	Grade H
Number of posts:	24	
Service/Team:	Adult Care Operations, Provider Services	
Reports to:	Team Leader	

Job Family overview

Care job family overview:

Support and assist the well-being of individuals and groups to assure their protection, security and development

- Safeguarding, protection and care
- Community, residential, day or field settings
- Ongoing risk/needs assessment of and advice for individuals/groups
- Specification of any non-council provision
- Individual or small group emphasis
- May involve personal care activities
- Likely to involve immediate response to client

Service / Function Context

To provide excellent quality Care Quality Commission (CQC) registered respite services to customers. Such services need to be delivered in a business-like manner, promoting independence, responding to crisis and delivering good outcomes for people using the Think Local Act Personal principles of a good life.

The services in the Provider Services function include:

- 3 respite services
- Shared lives services
- Day services
- Relief Bank
- The post holder will ensure that services are delivered to the highest standards, providing robust quality assurance, compliant with all legal and statutory requirements and within an

effective and efficient performance management and budgetary framework

The Day Service mainly operates from smaller community bases in shared community buildings across towns in Wiltshire. These include Riverbank (Chippenham), The Yarn (Devizes), The Meadows (Salisbury), The Medley (Trowbridge), and The Wave (Warminster).

Day Services support people with a learning disability who may in addition have complex physical / health needs, challenging behaviour or autism (customers).

We work with customers to look at how they would like to spend their time taking part in meaningful community focused activities or activities that are completed in one of the adult care service bases.

We work with families, paid and unpaid carers to ensure that they are also involved and listened to, we will support the customer in the most appropriate way to enable them to maximise their independence.

Respite services provide overnight care for customers, providing a break for their family or unpaid carer/s. These are also based throughout the county: Bradbury Manor Devizes (10 bed unit), Bradbury House Salisbury (10 bed unit) and Meadow Lodge Chippenham (4 bed unit).

Job Purpose

Under the guidance and direction of the Team Leader, be a member of the adult care team and assist in the day to day running of both day and respite services..

Your role will include assisting people with a learning disability who may have additional needs e.g. physical, health, behavioural and/or autism with their personal care and social or leisure activities, as determined by their person-centred plan or community care assessment. In addition you may need to offer support, information or guidance to the person's family or unpaid carer/s.

Specific duties and responsibilities include:

- To assist with co-ordinating and leading a team of staff and volunteers to provide a range of activities designed for each person with a learning disability - undertake daily operational co-ordination of the team on a shared basis.
- To actively take part in assisting customers with their personal care needs, and in some cases, this can mean providing full assistance. At all times you will ensure they, and other staff providing personal care, undertake this task appropriately, in a way that matches customers' needs and wishes, whilst maintaining their dignity and privacy at all times.
- Ensure that Support Workers are working to the care and support plans and those services are delivered in accordance with the identified needs of customers.
- Assist in the provision of appropriate safe care, in accordance with the regulations and quality standards. When leading shifts, initiative will need to be taken to ensure the team are following correct procedures e.g. person-centered support plans, manual handling plans and risk assessments. This will also include having a thorough knowledge of CQC regulations and how they enforce them through the inspection process.
- Take a lead in supporting and supervising staff in the overall management and organisation of

the settings to ensure that they run smoothly and efficiently. This will involve leading shifts and taking accountability for on the spot decisions. You will need to be able to liaise with the support workers to plan appropriate activities for the shift, in-line with support plans and risk assessments. You will have good organisational skills to lead the team through any disruptions/changes within the daily routine.

- Assist and support customers with all aspects of their financial and home management so that financial commitments (paying bills, shopping, claiming benefits etc.) are met.
- To contribute to the planning, development, implementation and evaluation of all aspects of the day and respite services across all sites of the service delivery, including the designing of specific support and care plans for someone with a learning disability.
- Work in a person-centred way with the customer, using the service to promote their wellbeing choices, dignity and independence.
- Designing person-centred care and support plans that meet the identified needs, and have measurable outcomes for the customers. Ensure these plans are analytical and high quality.
- Using experience, knowledge and skills to identify the signs of abuse and neglect and follow agreed local protocols to ensure customers are protected from harm/risk of harm.
- Responsible for managing caseload in an effective way to maximise time spent on direct work, delivering individual support and holistic evidenced based interventions as part of a person-centred plan.
- Drive effective and consistent communication between professionals and the customer and their family to ensure all agencies are working in partnership and the risk of duplication and repetition is reduced.
- Capture and record relevant actions, events and decisions in accordance with case management principles.
- To participate in the working rotas, including evenings, sleeping-in, waking nights and weekend duties in accordance with policy and as is necessary for the efficient running of the settings.
- Contribute to the development of policies alongside the Team Leader and/or Registered Manager.
- Act as a link person between the customer and work, college or leisure establishments advising those services as necessary on the requirements or needs of the person. Take the lead in encouraging the team involved with the customer to contribute to the planning and carrying out of activities, both in-house and out in the community.
- Provide emotional and practical support with everyday issues or when the customer is faced with difficult situations, decisions or experiences.
- Undertake any or all of the following as requested and agreed by Team Leader or the Registered Manager:
 - To take responsibility for the ordering and receiving of a customer's medication.
 - Be responsible for own Health and Safety and as required act as the service H&S rep within a team. This will involve being responsible for COSHH, undertaking statutory fire checks, etc.
 - To take responsibility for ordering stock, in line with the Council's procurement regulations, such as First Aid, food, cleaning materials, etc.
- Where required, assist the customers you support in administering their own medicine, or to administer medication to the customer if required.
- Maintain regular informal and formal communication with other colleagues/professionals to ensure a smooth hand-over at the start and end of a shift.
- Engage in regular supervision sessions with the Team Leader or Registered Manager

- Provide on the job coaching and supervision to Support Workers, offering advice and support when issues arise, but referring matters to the Team Leader when required.
- Actively engage in individual and group supervision and embed learning in practice.
- Maintain up to date knowledge and skills as required by the role.
- Participate in appraisals and team meetings and contribute to individual and team development.
- Be a point of contact for families, carers, visitors and other professional visitors to the home in line with the day to day running of your shift. The postholder will need to take the lead in covering shifts when there are shortfalls due to sickness etc.
- Take a lead in challenging practice to make improvements to service.

Specific requirements:

- Flexibility is required in order to provide a responsive service to emergency situations, ensuring the safety and wellbeing of those at the home, which may involve working outside core hours.
- The postholder will need to be flexible in terms of work locations, dividing time between respite and day settings as required.
- Have a flexible approach and work within a varied rota including on call, evenings, weekends, sleeping-in and waking night duties. The postholder will need to be able to remain awake and alert whilst undertaking waking night duties.
- The postholder will need to be physically fit to reform all aspects of the role

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- NVQ Level 3 or equivalent significant experience in a relevant field (or a commitment to undertake qualification) e.g. Health, social care, adult education etc.
- Minimum 2 years' experience of working with vulnerable adults across residential care and/or day services settings
- Knowledge of the role of social worker and related professionals
- Proven ability of establishing and maintaining positive and effective relationships across a multi-agency service
- Strong understanding of effective risk escalation
- Excellent communication skills and proven ability to use a variety of communication methods effectively
- Recognition of the rights of disabled people to be part of and socially valued members of society
- An understanding of relevant legislation relating to this customer group – Valuing People and the Care Act 2014

- Ability to plan, lead and implement person-centred care and support plans relevant to an individual or group of people with a learning disability
- Proven ability to effectively plan and prioritise workload, whilst maintaining excellent records
- Able to demonstrate an ability to work as part of a team and provide/implement instructions
- Medical knowledge and/or experience of administering medications
- Physically fit and able to perform all requirements of the job role
- Ability to carry out safe moving and handling procedures
- Fluent in English
- Driver

Desirable

- Sound IT skills (especially Word, Outlook)
- Cash handling experience

Career graded posts (where applicable)

Please list the posts that form part of this career grade structure:
N/A

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>

This role is not politically restricted	<input checked="" type="checkbox"/>
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Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to	<input type="checkbox"/>

<p>the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	
<p>For all roles within Adult Social Care. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input checked="" type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>