

JOB TITLE: Senior Support Worker (H5 with possible progression to H6)
Day Service Organiser (H4 with possible progression to H5)

GRADE: H4-H6

REPORTS TO: Team Leader/ Assistant Manager/ Manager

TEAM: Supported Living/ Day Services

DEPARTMENT: Adult Care Services

Purpose of the Job

To enable adults with disabilities to enjoy a fulfilling life, undertaking everyday activities and accessing the local community

To support service users including people with complex emotional and physical needs to maximise and maintain their independence

To direct and supervise the work of junior staff

Main Areas of Responsibility

To develop and implement individual and detailed service user support plans, linking with other relevant parties, including liaison with families, health professionals, social workers and other agencies. Act as link worker to named individuals.

To ensure appropriate support is provided on a day to day basis to service users in line with their support plans

To organise and chair individual review meetings, ensuring information is available from all relevant sources, e.g. service user, family, colleagues, other agencies in order to identify achievement of outcomes for the service users and agree any changes to the support plan.

To promote good practice and provide formal supervision in line with the Performance Management and Development Scheme to nominated junior staff and give day to day guidance to any junior staff

To undertake medication duties, including administration and recording, and where appropriate supervise junior staff in this task

To implement and adhere to all relevant HCC/HCS policies, guidelines and procedures and actively participate in improving the quality of service experienced by the people we support e.g. auditing.

To assess for risk and deal with emergency situations as necessary, and report to senior staff in line with the unit and departmental reporting policy

To maintain good communication and written records (some of which are computerised). To ensure that all service users records are kept in line with departmental policy

To report any allegation of abuse or concern regarding service users to the manager or senior manager for prompt investigation

In Addition:

Day Service Organiser (works in one or more community bases)

To develop, plan and run a weekly timetable of daily activities in line with individual support plans

To work flexible hours on occasions where the needs of service users require this

Senior Support Worker (works in a residential setting)

To be responsible for co-ordination of service users finances/handling money in line with support plans

To act as a shift co-ordinator and take specific responsibility for a delegated area of work (e.g. Fire Officer, Health & Safety representative)

To work flexible hours to meet the needs of the people in the service which will mean working shifts, weekends, Bank Holidays and undertaking sleep-in duties where required.

All staff must:

Abide by the Code of Conduct for social care workers as stated by the General Social Care Council as this forms part of your employment contract

Be willing and able to work flexibly across other HCS units, within reasonable distance of your substantive work base

Please note if you are appointed into this position you will be required to attend a ten day induction course

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

You will have experience of supporting people with disabilities, and have gained an NVQ/QCF level 2 qualification or equivalent and hold an NVQ or QCF Level 3 training or be willing to undertake relevant equivalent training

You will build professional relationships with service users, family carers and other agencies and will listen to and understand the needs, aspirations and rights of disabled adults. This will include encouraging service users to be independent in their daily living activities and to take part in social and recreational activities. You must also be comfortable in assisting service users with their personal care

You will be confident using computer systems to organise and record information clearly and accurately, and will have the ability to use your own initiative as well as to work as part of a team

You will maintain confidentiality at all times

You will always be aware of risks and how they can be minimised ensuring the health and safety of colleagues and the people you support at all times

You will be emotionally resilient

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability)

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.