

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Shift Leader - Nights

People, Adult Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

Carry out day to day, practical organisation of shifts in Turn Furlong Recovering Independence Bed Unit for people accessing our services.

To always show kindness, compassion and understanding towards customers.

To provide high quality and flexible support and care to customers in a range of services to enable them to achieve a level of independence to their own abilities.

To deliver a person-centred approach that meets each customer's aspirations and abilities towards achieving their wellbeing, rights, and choices.

Accountable to:

This role is accountable to the Team Leaders at Turn Furlong Recovering Independence Beds Unit, West Northamptonshire Council.

Responsibilities:

1. Prioritise and direct the workload of team members, accordingly, ensuring any issues are dealt with as they arise and the health safety and welfare of customers and employees are responded to in line with agreed policies and procedure.
2. With reference to the individual's care plan provide practical and emotional support to customers to help them maintain independent living. In appropriate cases:
 - Assist customers to carry out activities, hygiene routines and manage medication as directed within their care plans to help maintain health and wellbeing.
 - Assist customers to undertake practical tasks to help maintain their physical wellbeing.
3. Act as a key worker for designated customers and in consultation with other stakeholders to ensure that customers are supported in accessing and applying for the services and benefits, they are entitled to from the relevant agencies and authorities.
4. Undertake shift lead responsibilities on behalf of the service for ordering, monitoring, and administering medication to customers, ensuring prescribed drugs are used appropriately and safely in line with relevant policies and procedures.
5. Assist the management team by providing and recording information to help amend and update care plans so that changes in customers' needs can be supported appropriately.
6. Ensure that all administrative tasks relating to the job are carried out in an effective and timely manner for accurate audit and record keeping and accordingly to contribute to reviews. E.g., safeguarding forms, accident incident forms and case notes.
7. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
8. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and comply with the policies and procedures relating to health and safety within the company.
9. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to work flexibly, e.g. evenings, weekends, Bank Holidays, to meet the needs of the service and its customers	E	A, T, I, P, D
Ability to display empathy, kindness, respect and compassion, and to build relationships with those we support and those around them	E	A, T, I, P, D
Ability and willingness to undertake all training relevant to the role	E	A, T, I, P, D
Ability to cope under pressure, work flexibly and reliably	E	A, T, I, P, D
Good verbal and written communication skills sufficient to write clear, concise and accurate case notes and to enable effective filling out of forms and communication with a number of different agencies	E	A, T, I, P, D
	E	A, T, I, P, D
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A, T, I, P, D

Knowledge:	Essential / Desirable	Measured by
Knowledge of basic health, safety and hygiene standards	E	A, T, I, P, D
Experience in the role	D	A, T, I, P, D
Proven experience of health or care work	E	A, T, I, P, D
Working within a team as well as individually	E	A, T, I, P, D

Relevant experience:	Essential / Desirable	Measured by
Ability to manoeuvre customers as required, using differing levels of physical effort	E	A, T, I, P, D
Sound understanding of good care principles	E	A, T, I, P, D
Ability to maintain straightforward, clear and concise records	E	A, T, I, P, D
Good planning and team-working skills	E	A, T, I, P, D
Ability to work flexibly, e.g. evenings, weekends, Bank Holidays, to meet the needs of the service and its customers	E	A, T, I, P, D
Awareness of sensitivity and discretion in all verbal and written information (Data Protection)	E	A, T, I, P, D

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to GCSE or equivalent	E	A, T, I, P, D
NVQ/QCF Level 2 in Social Care or equivalent	E	A, T, I, P, D
Working towards a relevant NVQ/QCF Level 3 qualification	D	A, T, I, P, D

Satisfactory clearance of an enhanced Disclosure and Barring Service check	E	A, T, I, P, D
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All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

Additional pre-employment checks specific to this role include

Enhanced Disclosure and Barring Service check, Disqualification for Caring for Children (Education), Overseas Criminal Record Checks, Disqualification from Caring

Day-to-day in the role:

Hours:	[36]	Primary work base:	Turn Furlong RIBU
Job family band:	[Care and Welfare]	Worker type:	Full-time, permanent
Salary range:	[£26516-£28013]	Budget responsibility:	N/A
People management responsibility:	N/A		

Working conditions & how we work:

Regular manual handling, Rotating shift work,

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

