

## Job Description

Job Title: Lead Support Worker

POSCODE: TBC

Grade: 5

### Overall purpose of the job

To support and empower adults with a learning disability or older people to enhance the quality of their life, maximise potential and to continue to promote and develop independence skills within their home, the community, or within a supported unit or whilst accessing respite.

Support the manager of the service to provide day to day delivery of the service ensuring that the quality of the service delivery meets and exceeds standards required.

Ensure that information within the Service is accurate and up to date and reviewed to meet requirements to enable safe delivery of services.

**Within 24hr services:** Undertake shift/weekend/evening and bank holiday working where required. Sleep-ins to be worked when required by the service. The post holder may also be asked to participate in an on-call emergency system.

### Main accountabilities

	<b>Main accountabilities</b>
1.	<p><b>Service Delivery</b></p> <p>Provide day to day support for the service delivery for those with a learning disability and older people, ensuring that the quality of the service meets standards required, allocating tasks and resources to the required staff to enable the safe delivery of the service.</p> <p>Ensure that information within the service is accurate and up to date and reviewed to meet requirements. This may include care plans, medication recording, risk assessments, care &amp; support notes, safeguarding, activity plans and accident and incident reports.</p> <p>Ensure support/care plans are developed and agreed in conjunction with the person, staff team, family carers and professionals. Use appropriate communication to provide opportunities for provision of the information taking account of the individuals communication needs.</p> <p>Be responsible for completing mental capacity assessments Ensure the information is gathered appropriately in line with Mental Capacity Act 2005 reviewed and shared with the staff team and professionals.</p> <p>Assess risk in all areas of support working with the manager of service and other professionals when required. Report Incidents and near misses using the correct reporting processes.</p> <p>Ensure people who use services are safeguarded from abuse. Complete all necessary reporting following CCC policies and guidelines including reporting to Manager/ Quality Assurance &amp; Operations Manager. Respond to emergencies following guidelines, providing support to the staff team, and reporting to Quality Assurance &amp; Operations Manager as required</p> <p>Oversee medicines management within the service. Ensuring Medicines Management policy is followed. Report any incidents and/or safeguarding relating to medication as appropriate. Provide support, advice and guidance to the staff team</p>

	<p>Take responsibility for more complex health needs and liaison with health professionals. Attend meetings and appointments with professionals when required. Enable staff to provide support, advice and help to people who use services to manage their health care needs (e.g. monitoring changes or medication administration) including accessing mainstream health services to promote a healthy lifestyle to the individual.</p> <p>Support the Service Co-ordinator/ Supervisor to identify staff resources and support with cover, allocation of relief staff or agency staffing to ensure the service has adequate staff cover to agreed levels.</p>
2.	<p><b>Delivery of Activities</b></p> <p>Where required provide support to manage finance of the people who use service according to mental capacity and assessed need. Keep accurate records in line with CCC guidelines, within the home environment, which may include budgeting, bill payments and managing bank accounts. Complete checks and audits as required.</p> <p>Work with the staff team to assist service users where required to access community facilities, including planning for appropriate support and transport promoting a greater understanding of the nature of disability and to ensure inclusion in the wider community.</p> <p>Being mindful of and giving consideration to the most efficient and value for money service delivery options.</p> <p>Within accommodation services: support, advise and assist service users to manage their home including decorating, purchasing furniture, maintaining the garden etc.</p>
3.	<p><b>Buildings</b></p> <p>Monitor and report facilities issues and health and safety concerns within the building using the online reporting process and make all necessary recording as appropriate. Take responsibility for the security of buildings and co-ordinating maintenance contractors when on site.</p> <p>Create, update and review risk assessments for the buildings and grounds as required</p>
4.	<p><b>Quality Assurance</b></p> <p>Undertake audits and quality assurance checks within your area under direction from the manager of the service.</p>
5.	<p><b>Communication</b></p> <p>Establishment of professional relationships with people who use service and families/carers to ensure that service users are supported and encouraged to develop skills to reach their potential to the full.</p> <p>Develop, promote and maintain excellent communication between people who use service, carers, social workers, health workers and other agencies to ensure effective integration of services.</p>
6.	<p>Demonstrate an awareness and understanding of equality, diversity and inclusion.</p>
7.	<p>Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030.</p>

### Safeguarding commitment

We are committed to safeguarding and promoting the welfare of children and young people/adults at risk. We require you to understand and demonstrate this commitment.

### Person Specification

#### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Level 3	Health & Social Care	E

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

Identify	Describe	Essential/ Desirable
<b>Knowledge and Experience</b>		
Knowledge & working experience of working to relevant legislation, policies and guidance	Mental Capacity Act, Care Act 2014, Safeguarding & deprivation of Liberty safeguards.	E
Experience of working with vulnerable people	Delivering excellent practice when supporting vulnerable adults	E
Experience of support people to manage behaviour that challenges	Supporting people whose behaviour challenges services, and managing that in an appropriate way.	E
Completing documentation to enable safe support of service users	Care & support plans, risk assessments, behaviour plans, mental capacity assessments.	E
Managing medication and complex health conditions	Understanding of requirements for medicines management and providing support and when to escalate complex health issues.	E
Providing advice and guidance to a staff team	Having oversight of day to day staff team activities and allocating tasks as needed to ensure care & support needs are met.	E
Providing activities both in building and in the community	Researching, planning, and preparing community activities.	E
Identifying staff resource	Understanding of staff rotas to ensure staff resource is available to meet the needs of the service.	E
Commercial Awareness	Understand the impact of efficient and value for money service delivery options.	E
<b>Skills</b>		
Organisational	An ability to plan and manage tasks effectively, meet deadlines and ensure tasks are prioritised within set timescales.	E
Decision making	Understand the priorities day to day in the service and report on as needed at the appropriate time.	E
Effective Communication	Effective communication skills including strong interpersonal skills in groups, teams and one to one situations	E
Presenting Information	Able to present information in an accurate, concise way to meet the audience requirements.	E

IT	Microsoft Office (Word, Excel, Powerpoint, Publisher) AI applications	E
Equality, Diversity, and Inclusion (applies to all roles.	Ability to demonstrate awareness and understanding of equality, diversity, and inclusion and how this applies to this role.	
Net Zero	Ability to contribute towards our commitment of becoming a net zero organisation.	
<b>Safeguarding</b> ( <i>include for roles working with children/adults at risk</i> )	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/adults at risk.	

#### Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	✓ Enhanced with barred list checks

#### Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed ✓	Hybrid	Field	Remote	Mobile
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