

JOB TITLE: Support Assistant, Support Worker, Waking Night Support Worker, Senior Support Worker
GRADE: H2-H6
REPORTS TO: Relevant Senior
TEAM: In House Services - Supported Living, Short Breaks and Progression Services
DEPARTMENT: Adult Care Services

Purpose of the Job

To follow and implement care and support plans for adults with disabilities by enabling individuals to live as independently as possible in their own home, and within the wider community.

Main Areas of Responsibility

- Support everyone to be independent and participate in their community and help them organise and participate in social and leisure activities, including volunteering and employment.
- Support everyone to identify their own needs and contribute to their care and support plan by assisting them to express their views and wishes.
- Support everyone to undertake regular physical exercise and eat healthily, and liaise with health and social care professionals to promote health and wellbeing.
- Promote emotional wellbeing, self-esteem, and confidence and provide help to access advocacy where appropriate.
- Forge and maintain positive links with family carers, relatives, and friends.
- Provide personal and intimate care and support where necessary. This may involve moving & handling and using specific techniques to provide more specialist support, including adhering to risk assessments and supporting people with behaviours that challenge.

- Enable everyone to undertake daily activities and household tasks: such as shopping, and food preparation/cooking.
- Depending on your level of responsibility you will assist and support the administering of medication.
- Accurately record and keep a record of contacts with everyone you work with using clear and plain language.
- Participate in team and service discussions, and in the quality improvement processes.
- Contribute to your own personal development using individual supervision and the performance management system to learn and reflect on your own and others' practice.
- Complete all mandatory training and development opportunities available to you to an agreed standard.
- Maintain an understanding of all relevant policies, procedures and guidance, reflecting your role and grade.
- Seniors will provide supervision and line management of other staff. Seniors will also support managers to motivate and mentor staff as they develop and progress.
- Experienced and senior staff will lead and coordinate others during shift work.

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.

- Ability to support people with behaviours that can be challenging
- To maintain confidentiality at all times
- Ability to listen and understand the needs of disabled adults and be able to communicate clearly with individuals who have differing levels of understanding

- To work shifts as necessary including weekends, evenings and nights depending on your role and grade. Our services operate 24hrs, 365 days a year
- Ability to work flexibly to meet the needs of the people we support. This may include working in different locations and with individuals in the community
- In addition, post holders will be expected to demonstrate the following, based on what the people we support have told us are important to them:
 - Staff who are dependable, reliable and show respect for privacy and dignity
 - Staff who listen and are patient and can help people feel better or happier when they are ill or sad
 - Staff who can be trusted and maintain confidentiality
 - Staff who will do their best to help someone get what they need or help them complain if they've been treated badly
 - Staff who say sorry when they get things wrong

In House - Supported Living Progression Scheme at the end of this document

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.

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.

Equality and Diversity

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on hertfordshire.gov.uk, 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.

In House - Supported Living Progression Scheme

H2 Support Assistant	H3-H4 Support Worker (Including Waking Night Support Worker)	H5-H6 Senior Support Worker (Including Senior Waking Night Support Worker)
<p>Purpose of the Job</p> <p>Support and assist in the implementation of care plans for adults with disabilities. Undertake direct personal care tasks as well as activities which enable service users to live as independently as possible.</p> <p>Main Areas of Responsibility</p> <p>To assist in implementing the support plan for each person. This will include</p> <ul style="list-style-type: none"> • Supporting people with personal and /or intimate care. • Support people with moving & handling • Support people with preparation of meals and food and drink • Support service users with eating and drinking • Enabling individuals to take part in meaningful daily occupations and leisure activities • Supporting people with their individual health programmes such as physical exercise and healthy eating • Offering emotional support and encouragement • To assist in identifying support needs with the service user themselves and how best these can be met • Assist senior staff to implement the support plan as directed • To assist senior staff in maintaining appropriate links for people with their family carers, relatives, other professionals and agencies. • To keep accurate records of contact with service users adhering to relevant policies and procedures maintaining rules of confidentiality. • Participate in the Performance Management and Development Scheme (PMDS); attend regular formal supervision and training courses as identified by the 	<p>Purpose of the Job</p> <p>To implement support plans for adults with disabilities which enable the person to live as independently as possible in their community. The support plan details the personal care and/or daily living needs of each person and how they wish this support to be given</p> <p>Main Areas of Responsibility</p> <p>Implement and contribute to the support plan for each person, this will include all aspects detailed as an H2 and also the following;</p> <p>H3 & H4</p> <ul style="list-style-type: none"> • Act as a named link worker to individuals, developing or contributing to support plans, risk assessments and guidelines • Support the administering of medication to people (NB - where appropriate training has been received and the worker signed off by a Senior or Manager) • Mentoring less experienced staff in delivering support to people • Informally supervise junior staff • Support people to manage their own finances including daily transactions, budgeting and accessing their community including paying bills, shopping and using financial services. • Lead shifts as required. <p>H4 Only</p> <ul style="list-style-type: none"> • H4- formally supervise junior staff as required. • Assist/ carry out Mental Capacity assessments and Best Interest decisions • Take on additional role or responsibility as required; e.g. Champion or Coordinator role • Work with highly complex individuals • Lead and take a specific responsibility in an area of the service e.g. group homes • Lead and Coordinate shifts 	<p>Purpose of the Job</p> <p>To enable adults with disabilities to enjoy a fulfilling life, undertaking everyday activities and accessing the local community.</p> <p>To support service users including people with complex emotional and physical needs to maximise and maintain their independence through the development and implementation of support plans.</p> <p>Main Areas of Responsibility</p> <p>H5 & H6</p> <p>To develop and implement individual and detailed service user support plans, risk assessments and guidelines, linking with other relevant parties, including liaison with families, health professionals, social workers and other agencies.</p> <ul style="list-style-type: none"> • Assist/ carry out Mental Capacity assessments and Best Interest decisions • To take part in the induction and assessing of new staff in the probationary periods and direct and supervise their work. • To be the Duty Officer when required. • 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, and 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 staff and give

<p>supervisor/ line manager.</p> <ul style="list-style-type: none"> To follow all HCC guidelines/procedures, unit procedures and participate in the quality improvement process. Assist senior staff by completing daily household tasks e.g. shopping, food preparation/cooking and cleaning Supporting service users to attend health appointments <p>Staff work patterns are determined by the needs of the people in the service. This will require you to work shifts, weekends, Bank Holidays.</p> <p>As an H2 you are not required to carry out Sleep Ins or administer medication (Other than topical creams etc.....)</p> <ul style="list-style-type: none"> If you do not already have your Level 2 RQF qualification (or equivalent) in Care we would encourage and support you to achieve this qualification. If you do not already have the Care Certificate you will be willing to undertake the training to achieve this 	<ul style="list-style-type: none"> If you do not already have your Level 2 RQF qualification (or equivalent) in Care we would encourage and support you to achieve this qualification. If you do not already have the Care Certificate you will be willing to undertake the training to achieve this 	<p>day to day guidance to any junior staff</p> <ul style="list-style-type: none"> 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/ACS/CQC legislation, 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. To 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. To be comfortable in assisting service users with their personal care. (As described across H2-4) 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 as defined by the service Manager (e.g. Fire Officer, Health & Safety representative) See H4 <p>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.</p> <p>H6 - Only</p> <ul style="list-style-type: none"> Deputise for the service in the absence of management staff, reporting concerns and dealing with emergency situations in conjunction with other relevant agencies. Developing and implementing local policies as required. Take on specific responsibilities as required by management
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<p>All staff must:</p> <p>Follow all County Council/Adult Care Services and local guidelines, written procedures and actively participate in improving the quality of service experienced by the people we support. Abide by the Skills for Care Code of Conduct for social care workers as stated by the General Social Care Council as this forms part of your employment contract. Work within a framework of clear Health and Safety requirements and practice Undertake mandatory training including refresher training within the prescribed timescales. Work flexibly across In House services within a reasonable distance of your usual work base.</p>		