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| Job Title: Senior Support Lead - Specialist Behaviours | Role Profile Number: PCDN36 |
| Grade: M Salary: | Date Prepared: |
| Directorate/Group: Adult Commissioning | Reporting to: Deputy Manager |
| Structure Chart attached: | |

Job Purpose

Hawthorn is a flexible, developmental model of care for people with disabilities. People within the Hawthorn service are provided with high quality accommodation, flexible care from a specialist team, as well as support from a wider network

The Seniors have the responsibility of the day to day management of the service. They will oversee the specialist team who will be responsible for supporting across a number of bungalows. The management team and support team will be flexible and willing to work hours over a 7 day week

Seniors will provide support and guidance to the Specialist Support Workers. Seniors will be responsible for ensuring the service functions effectively and those using the service are supported to develop skills and promote independence as follows:

- being supported to make their own choices about their lives
- living in a way that promotes privacy and dignity in their home and life
- being supported to aspire to reach their true potential
- being given the opportunity and support to develop new skills
- being a valued, contributing and positive member of the local community

Key Accountabilities

- Organise and maintain high quality levels of support by deploying staff as necessary to meet the service needs, including awake or sleep-in night cover, weekends and bank holidays
- Form part of an On-call rota
- Be responsible for the regular supervision and caseload monitoring of support staff in line with supervision policy and procedure
- To ensure that staff training and development needs are identified via supervision / appraisal
- Be responsible for the induction of staff and management of probation periods, absence and sickness management
- Support the deputy manager with Service Users transitioning from residential settings to their own home
- Ensure that therapeutic programs of health professionals are understood and implemented as planned
- Make accurate and appropriate entries in Service User's records, diaries and reports as necessary
- Ability to deal with complex behaviour that may challenge and remain calm under pressure
- Ensure effective risk assessment/personal safety procedures are in place to protect staff and service users in accordance with SBC policies and procedures and keep under regular review
- Ensuring that all SBC's policies and procedures are adhered to by staff within the area of responsibility
- Safeguard Service Users and ensure their safety and wellbeing at all times
- Administers medication in accordance with the standards set by the Regulatory Body and the policies and procedures
- Work positively and effectively with relatives, advocates and others involved with Service Users
- Communicate and liaise with other departments to provide a consistent approach to all aspects of Service User care
- The ability to work independently and part of team
- Respond appropriately to incidents as they occur and follow any investigatory procedures
- Take responsibility for assigned tasks determined by the deputy manager
- Carry out regular team meetings

Supplementary Accountabilities

- It is the responsibility of all employees to work with managers to achieve a healthy and safe environment and to take reasonable care of themselves and others. Specific individual responsibilities for Health and Safety will be outlined under key responsibilities for the post
- Take all reasonable actions to ensure the security of the premises, property and equipment and the premises, property and equipment of partner organisations
- It is the responsibility of all employees to support Swindon Borough Council's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of SBC Equality & Diversity Strategies and Policies
- As an employee you will have access to information which is sensitive to either an individual or the organisation and you are reminded that in accordance with the requirements of Information Governance, Data Protection Act 1998 and also the terms and conditions in your contract of employment, you have a duty to process this information judiciously and lawfully, failure to do so may result in disciplinary action.

Knowledge & Experience

- Eligible to work in the UK
- Proven management or supervisory experience gained within a social care environment
- Experience of working with people with learning disabilities
- Experience working with people with behaviours that may challenge
- Knowledge and experience of writing care plans and risk assessments
- Compassionate, caring and hard working with a hands on approach to care management
- Strong communication skills and the ability to remain calm under pressure
- An understanding of CQC standards and of putting them into practice

Qualifications

- NVQ level 3 in Care (Adult)/Level 3 Diploma in Health & Social Care (Adult)
- Willingness to work towards Level 5 Diploma in Health & Social Care (Adult)
- Basic literacy skills
- Basic numeracy skills
- IT skills

Decision Making

- Take part in audits, assessments and investigations into matters of health, safety and security
- Take all reasonable actions to ensure the security of the premises, property and equipment and the premises, property and equipment of partner organisations

Creativity and Innovation

- Support service users to achieve the life they wish to lead by following their individual person-centred support plans

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| <u>Job Scope</u> | Budget Holder | No |
| Number and types of jobs managed | Responsibility | None |
| Typical tasks supervised/allocated to others Supervisions & Appraisals of staff | Asset Responsibility: | None |

Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Comply with Swindon Borough Council and local procedures to safeguard lone workers
- Report on service user progress and changing personal care and support needs
- Contribute to excellent working relationships with specialist health care teams, day support service staff, care managers and primary health care teams

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

As part of the COVID19 strategy this role will be subject to regular covid19 testing, as per the guidance set out by the Department of Health and Social Care.

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| Employee Signature: | Print Name: |
| Date: | |
| Line Managers Signature: | Print Name:: |
| Date: | |