

Job specification



Job title: Lead Support Worker – Centre of Excellence

Service: Provider Management and Market Development

Grade: G6

Reporting to: Team leader

Your job

You will support the Team Leader in the development and delivery of excellent Services for people with Autism, Challenging Behaviour and complex needs. You will be a role model for support workers in delivering high quality, personalised Services that maximise customer outcomes and quality of life.

You will be responsible for leading teams with the design and deliveries of support programmes to ensure needs are met and outcomes are achieved. You will develop strong and positive relationships with families and carers and work effectively with a range of colleagues and partners.

You will be a role model to support staff to encourage each Customer's right to be treated with respect and maintain their dignity, taking into account their individual needs and wishes.

You will assist the Team leader in setting work objectives and standards for the team, Delegate and take responsibility of the staff team, activities and maintaining essential standards within legislation and guidance from CQC and quality assurance with well-defined overall objectives into clear and detailed activities for individuals and monitoring the effective performance of staff in delivering against these.

Monitor and review all Physical intervention techniques, work with the team leader to review practices and reflection of support provided. Ensure relevant documentation is completed.

Ensure effective communication with team members at briefings, team meetings and supervisions to ensure information is shared with members of the team. Be responsible for providing information and liaise with professionals to ensure the most effective support is given to ensure that health and wellbeing is maintained.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an on-going basis you will:

- Support staff to get to know customers who use the service as individuals by being involved in the development and implementation of a person -plan of support taking into consideration wishes, aspirations, achievements and goals.
- To be a role model to support workers in delivering high, quality personalised support to customers with Learning Difficulties and Autism, complex needs and challenging behaviour to maximise service delivery and outcomes that are person centred to each customer.
- In the absence of the Team leader ensure the effective functioning of the service is maintained by undertaking appropriate tasks
- Encourage customers to maintain independence with tasks of daily living, and support them to take part in therapeutic, social and recreational activities, to include interaction, stimulation and support customers with activities identified in their support plans and of the customer's choice.

- In the absence of the team leader, be responsible in ensuring delivery of services are maintained including rota's, staffing, medication, finance. Complete handovers and ensuring customers have the required staff for their support and meaningful activities planned for their day.
- To safeguard customers from abuse by following policies and procedures in place follow recognised approaches of least restrictive practices, reducing the authorisations of Deprivation of liberty safeguards as identified in each individual support plan.
- Flexible approach to provide staff support managing crisis situations, challenging behaviour and moving and handling interventions. Knowledge of individual effective diversion techniques to positively manage potential escalation of behaviours.
- Promote and maintain a quality service in line with statutory requirements and Council guidelines, and ensure that all staff are familiar with and adhere to these requirements and guidelines
- Effectively performance manage a team using effective performance management tools
- Ensure the service is compliant with all internal and external quality standards including health and safety and Care Quality Commission requirements
- Develop and deliver innovative activities to meet service users' needs and aspirations
- Complete individual support plans
- To be accountable to the Team Leader for the development and delivery of person- centred support plans
- Ensure customer support plans are reviewed as required within the review periods. Ensure all audits to be carried out in line with statutory duties, requirements and legislation.
- Liaise with families, carers, staff and other professionals effectively
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:

- Proven experience in the field of Social Care Provision
- The ability to organise and undertake a range of administrative and financial duties
- Level 3 Management qualification in social care or willingness to undertake within 12 months following appointment, or equivalent level of relevant experience
- The ability to promote independence, dignity, choice and control using a person-centred approach
- Excellent interpersonal skills
- High level of written and oral communication skills
- Knowledge of supporting customers with Autism, complex needs and challenging behaviour.
- Basic IT skills in order to meet the needs of the service.
- The ability to liaise with a range of other partners and agencies
- The ability to produce and maintain effective and accurate support plans in a timely manner.
- Have the ability to work on your own initiative.
- To be able to work on a rota basis including weekends, evenings and bank holidays

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough