**Competency Based Job Description**

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| **Role:** | | Senior Support Worker | | |
| **Responsible to:** | | Assistant Operations Manager | | |
| **Place of work:** | | Across the services of Bolton Cares | | |
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| **Job summary – main purpose of the post:** | | | | |
| Senior Support Workers will thrive on creating great teams where staff have pride in what they do, value and respect the people they support and are committed to delivering excellent services.  As first level line manager and senior practitioner the purpose of the role is to provide leadership and direction to staff at a service level and to deliver excellent care and support. As a role model to others, you will support the AOM in leading, managing and developing the team and to deliver great person centred services.  You will need to work to the regulations and policies set internally and externally e.g. Care Quality Commission, Commissioners. | | | | |
| **Personal Qualities**  ***Why this matters –*** *It is important that each staff member in Bolton Cares is aware of their own values, principles and capabilities and understands how these can affect their judgement and behaviour to ensure appropriate, person centred practice in line with the values of Bolton Cares. Developing leaders learn from their experiences and organise themselves well in order to perform their role effectively, meet their commitments and strive to provide high quality services whilst maintaining a work/life balance. Determined to succeed, leaders use their knowledge, skills, experience and personal attributes to lead their teams, providing a high quality and professional service at all times.* | | | | |
| You will:   * Be passionate about your job and ensure person centred practice, supporting people to make decisions about their lives. * Promote equality and diversity and ensure the service is sensitive to people’s culture, age, gender, religion, race, sexual orientation and disability. * Demonstrate the skills and knowledge to be able to empower staff teams to provide a high standard of support and care for everyone. * Be committed to developing your own knowledge and skills in line with the needs of the people you support and undertake training where appropriate. * Seek to stretch yourself professionally and welcome feedback. * To work proactively with other professionals to achieve positive outcomes. * Have a ‘can do’ and solution-focused approach to problem solving and service development. | | | | |
| **Working with Others**  ***Why this matters –*** *SSW taking on leadership roles enjoy developing networks and teams through collaboration, partnership working and common purpose. Leaders encourage input and contributions from others working in and using services and respect differing perspectives. It is essential to gain the trust and respect of support workers, offering direction that promotes person centred practice to ensure people get the right support.* | | | | |
| You will:   * Ensure carers and families are fully involved in decision making processes. * Create a listening culture and respect the views of others. * Identify opportunities where working in collaboration with others within and across networks can bring added benefits to service users. * Actively seek the views of others and work within a multidisciplinary setting to achieve the right outcomes for those you support. * Seek opportunities to work in partnership with community groups. * Work co-operatively with all audit teams and action recommendations. * Advocate on behalf of the person you are supporting. * Identify and manage risks proactively taking into account MCA/Best interest. * Be prepared to professionally challenge others to achieve the right outcomes for people. | | | | |
| **Our Vision**  ***Why this matters –*** *The people we support must be at the heart of everything we do and treated with empathy and understanding which includes promoting diversity, community inclusion and equality. Being open and honest in dealings with people demonstrates integrity and displays our values and vision. It is important to engage with others to help each person we support have the best life they can and to show people that we can offer the support that they or their loved one needs.* | | | | |
| You will:   * Help to create a great place to work and act as a role model, sharing best practice and behaving in a manner that reflects the values of the organisation. * Ensure that people are treated with compassion, kindness and that their dignity is respected. * Ensure that all team members have a clear understanding of how we do things at Bolton Cares as well as what we do. The values you and staff demonstrate are important in everyday practice. * Feed into developing our values and vision as a leader within the company. | | | | |
| **Managing Services**  ***Why this matters –*** *We expect the best of our people and for our people. Leaders are committed to delivering excellent services and thrive on ensuring high standards and the best outcomes. Staff who make confident decisions in line with their level of responsibility contribute to building and maintaining strong, independent and effective teams. Only the highest standards of conduct will be accepted and poor performance will be dealt with in a timely and robust manner in the best interest of the service users.* | | | | |
| You will:   * Ensure that care plans are thorough and up to date and that care and support is delivered to meet the outcomes identified in the care plan. This will include the dignified delivery of personal care, * Support the AOM to deliver services in response to the needs and wants of the people who use them, learning from experience and with appropriate assessment of opportunity and risk. * Facilitate and support the induction of new staff. * Share knowledge with staff teams to improve effectiveness. * Observe and feed back to staff on their approach and support to service users. * Ensure that any issues of poor practice are addressed immediately. * Be accountable for money management within your service area and ensure accurate records are maintained. * Support the AOM with the management of staff resources, including support for rotas and arrangement of appropriate short term cover. * Ensure safeguarding policies and procedures are being followed to make sure service users are healthy, safe and well. * Embrace technology that will help you to manage resources efficiently and promote independence. * Liaise with Care Management as required to ensure appropriate packages of care are in place. | | | | |
| **Improving Services**  ***Why this matters –*** *Care services are highly regulated. It is vital that people understand the impact this has on what they do and how they do it. We provide care that we would be proud to offer our own families. Always striving to be better, SSW’s as leaders create a solution focused culture, work collaboratively with others and improve services within available resources. Change will be implemented, reviewed and evaluated with lessons learnt informing future developments.* | | | | |
| You will:   * Demonstrate continuous improvement, keeping knowledge and practice up to date and undertaking training where required. * Lead team discussion, demonstrate self-reflection and build on constructive feedback. * Create a dynamic atmosphere in the team and empower staff to seek out opportunities for change and innovation based on the needs and wishes of people who use services, their families and carers. * Monitor and review the performance of staff teams and be prepared to raise concerns in a constructive and professional manner. * Maximize the full suite of IT systems, reports and data available to you to inform decisions and service improvements. * Strive to develop great teams who have a sense of purpose and direction and only want the best for the people they support and their families. * Try new things | | | | |
| **Setting Direction**  ***Why this matters –*** *Organisations change and develop and this impacts on your role and the people you support. We need staff with leadership responsibilities to inform direction and decisions relating to service improvements, quality systems and processes and identify development opportunities. We want service users to have a say in how Bolton Cares operates and we want our employees to advocate on their behalf. This feeds into our operational strategy and shapes the future of Bolton Cares.* | | | | |
| You will:   * + Engage with the organisation in times of change and tell us what is working and what is not working well from your perspective.   + Be flexible and adaptable in times of change and willing to make any necessary changes to meet the needs of the people you support.   + Seek to empower people to live independently and support any changes needed to make this happen.   + Actively seek family / carer involvement.   + Work with your line manager to agree priority areas for improvement and set targets to achieve defined outcomes.   + Develop specialist knowledge and expertise within yourself and teams.   + Support the learning and development of yourself, your team and the people we support. | | | | |
| **General** | | | | |
| You will   * Be flexible and respond and adapt to the ever changing landscape of services as they grow and develop. * Undertake any other duties in consultation with your line manager as may be needed within services. * Be prepared to work across the whole of Bolton Cares * Provide 24/7 support including sleep-ins and holiday support as necessary * Be able to drive and have your own vehicle which is insured for work purposes. | | | | |
| Date prepared / updated: | | | | 04.01.2018 |
| Prepared / updated by: | | | | Jackie Tait, Operations Director |

**Person Specification**

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| **Minimum Essential Requirements** | | **Method of Assessment** |
| Knowledge and Skills | |  |
| 2 | Knowledge and expertise in relation to the service user group you support | Application/ Interview |
| 1 | An awareness of legislation in relevant to the care sector | Application/Interview |
| 3 | Demonstrate the leadership and interpersonal skills necessary to ensure effective team work | Interview |
| 4 | Ability to effectively supervise Support Workers and to promote best practice in your service area | Application/Interview |
| 5 | Ability to organise, prioritise and monitor own and others’ workload. | Application/Interview |
| 6 | Excellent communication skills, both written and oral to be able to communicate effectively with people within our care, families, colleagues, health professionals etc. | Interview |
| Experience | |  |
| 7 | Experience of administering budgets and finances. | Interview |
| 8 | Experience of line management within in a care setting | Application/Interview |
| 9 | Experience in safeguarding vulnerable adults | Interview |
| Qualifications and Training | |  |
| 10 | NVQ level 3 in Care/Professional care qualification or equivalent | Application/Certificate |
| Work Related Circumstances | |  |
| 13 | The post holder will need to be able to work flexibly across Bolton Cares services on a 5/7 rota basis, including evening, weekend and Bank Holiday working and sleep in duties, as required | Application/Interview |
| 14 | Ability to drive and have use of your own vehicle for work | Application |
| 15 | As part of your role you may be part of a team providing on-call cover across the service | Interview |

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| **Note to Applicants: Please try to show in your application form how best you meet these requirements** |