

**JOB DESCRIPTION**

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| **Post Title**: Wellbeing Practitioner Level 2 (Support Worker) | | | |
| **Department**: Communities and Wellbeing | | **Post No**: | |
| **Division/Section**: Adult Operations | | **Post Grade**: Grade 7 | |
| **Location**: Rapid Response, Textile Hall | | **Post Hours**: | |
| **Special Conditions of Service**:   * To work in all areas across the borough. * To be able to drive and use own vehicle and possess the relevant *business use* insurance. * Satisfactory DBS disclosure at the enhanced level to be renewed in line with the authority’s timescales. * To work in accordance with the Care Quality Commission (CQC) regulations. * To meet and maintain the standards in the Choices for Living Well Handbook * To use a work’s mobile phone and appropriate applications to allow contact during working hours and use other electronic and IT equipment such as tablets, laptops and electronic monitoring devices in the course of daily duties. * To maintain a high standard of personal appearance and cleanliness including wearing, maintaining and safekeeping of uniforms | | | |
| **Purpose and Objectives of Post**:  To be a team player who supports, assists and promotes the reablement of customers with identified needs. To therapeutically and proactively enable customers to reach their own potential, maintain their independence and continue to live in their own home or return to their own home after a concentrated period of support. To provide care to customers and carers, carrying out delegated clinical and therapeutic tasks, promoting physical, mental and emotional health to individuals and client groups in their own homes or in a designated treatment room setting.  **This will be achieved by:**   * Providing person centred therapeutic and creative solutions which will assist recovery and encourage independence and self management, reducing dependence on services. * Contributing to the delivery, evaluation and changes to goal plans as required maximising independence outcomes and meeting identified goals within the agreed timelines. * Proactively working in partnership with colleagues from health and other professional agencies.   Maintaining a safe and stimulating physical environment for customers, creating opportunities and choice for customers to be as independent as possible. | | | |
| **Accountable to**: Executive Director of Communities and Wellbeing | | | |
| **Immediately Responsible to**: Registered Manager | | | |
| **Immediately Responsible for**: | | | |
| **Relationships: (Internal and External):**   * All staff within the Department and across the Council. * Northern Care Alliance, 3rd Sector and independent organisations, Police, and other statutory organisations * Customers, carers, families and members of the public. | | | |
| **Control of Resources**:   * To be responsible for safe keeping of mobile phone, PPE, uniform and any other equipment or technology provided by the authority, which supports and underpins the effectiveness of the role. * To remove hazards and maintain provision of facilities to ensure health, safety and wellbeing of other persons using the premises. | | | |
| **Duties/Responsibilities**: | | | |
| 1. Under the direction of the Registered Manager, to provide support in line with CQC regulations. 2. To enable, reable and promote independence to customers in line with their goal plan. 3. To encourage and motivate customers to build confidence, enabling customers to reach their potential, achieve their personal goals and contribute to their own goal plan. 4. To assist and support customers, including those with complex needs and behaviours, with daily living tasks such as personal care, enabling them to undertake these themselves in line with their personal goal plan and risk assessments. 5. To positively contribute in the assessment and review of customers’ needs in order to support an accurate and therapeutic goal plan. 6. To receive, transmit and store information using methods appropriate to their urgency, i.e. face to face, telephone, electronic. 7. To make yourself aware of and react to any changes in customers’ needs or change to their service provision at the beginning of each visit. 8. To maintain clear and accurate records in accordance with the authority’s policies and procedures. This will be achieved through the appropriate use of mobile phones, tablets, laptops, computers and electronic monitoring. 9. To assist customers with the use of aids and equipment in line with their goal plans. 10. To work as part of a multidisciplinary team (MDT) to provide a seamless service that is centred on the customer. 11. To contribute to improving customers’ wellbeing, including helping with social activities and an understanding of any emotional difficulty or needs the customer may express. 12. To communicate in an appropriate, dignified, open and accurate manner, respecting confidential information in line with the authority’s policies. 13. To contribute to the safeguarding of adults and take steps to protect customers from any form of abuse or neglect and use the appropriate reporting mechanisms to inform management of any concerns, in line with the Safeguarding Adults policy. 14. To attend regular team meetings when required, making a positive and proactive contribution to improving customer, individual, team and service outcomes. 15. To assess for and provide basic pieces of equipment where required, following successful completion of the Trusted Assessor training. | | | |
| 1. To deliver outstanding personalised customer care. 2. To liaise with families, carers and advocates in a professional and courteous manner, whilst respecting confidential information in line with the authority’s policies. 3. To adhere to the appropriate policies, procedures and values of the authority and department. 4. To prompt and/ or administer medication at appropriate times as required by individual customers’ needs/ goal plan and in accordance with the medication policy, including the installation of eye/ear drops, the administration of insulin, immunisation and vaccination, under the direction of the registered practitioner and non-medical prescribers, when trained and competent. 5. To handle and record medication in a way which minimises the risk of errors. Report any concerns regarding medication practice to the team manager, specifically mistakes or misadministration of medication. 6. Manage the supply of medication ensuring that customers do not keep medication which exceeds their requirements and that sufficient medication for each customer is available; reordering and liaising with GPs and Pharmacies in a timely manner. 7. To undertake duties within the home following the gaining of competencies and where deemed appropriate by a registered nurse to include: amending and updating Medication Administration Records (MAR) charts, recording customers physiological measurements including pulse and respiration, the taking of venous blood samples, applying simple dressings and assessments of customers’ tissue viability status as delegated by a registered nurse. 8. To maintain close liaison with colleagues and to communicate appropriately with other departments/ services as required, ensuring feedback regarding customers’ conditions to appropriate health care professionals. | | | |
| **Health and Safety**   1. To take appropriate action to provide a secure environment and safeguard the building, including customers’ own homes. 2. To carry out any practical tasks relating to the physical environment that may be required which maintains Health and Safety requirements including laundry, tidying and cleaning up after incidents. 3. Removal of hazards and provision of facilities to ensure safety, health and well being of yourself and others. 4. To assess, monitor and record the administration or prompting of customers’ medication as identified in their goal plan in line with the medication policy. 5. To take part in developing risk assessments for customers and ensuring the continual monitoring and reviewing of these. 6. To support emergency planning activities by assisting managers to set up and run rest centres where required in emergency situations.   **Personal Development**   1. To participate in supervision sessions, team meetings and employee reviews including contributing to identifying your training and development needs 2. To attend training and development activities identified as relevant to your role, including mandatory training and refresher sessions. 3. To engage in, reach and maintain an acceptable level of proficiency in the tasks laid out in Choices for Living Well Competency Framework.  * As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm. * Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect. * The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies. * **Health and Wellbeing** -As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues | | | |
| Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service) | | | |
| **Job Description prepared by:** | **Sign:** | | **Date:** |
| **Agreed correct by Postholder:** | **Sign:** | | **Date:** |
| **Agreed correct by Supervisor/Manager:** | **Sign:** | | **Date:** |



**DEPARTMENT FOR COMMUNITIES & WELLBEING**

**WELLBEING PRACTITIONER LEVEL 2**

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| **CORE BEHAVIOURS FOR THE POST (Please tick those relevant)** | | | |
| Commercial Thinking & Analysis |  | Planning |  |
| Customer Service | √ | Developing Self & Others | √ |
| Delivering Results | √ | Teams, Networking & Partnerships | √ |
| Values, Ethics & Diversity | √ | Adapting to Change | √ |
| Delivering a Quality Service(Continuous Improvement) | √ |  |  |

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| **SHORT LISTING CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Prior to Appointment**  Appointment is subject to a satisfactory disclosure from the Disclosure and Barring Service | **✓** |  |
| IT literacy skills | **✓** |  |
| Experience of working with adults in a social care setting | **✓** |  |
| Understanding of customers’ needs and maintaining independence | **✓** |  |
| NVQ in Health and social care or equivalent |  | **✓** |
| To be assessed as competent in the relevant Choices for Living Well Competency Framework by the Registered Manager and Registered Nurse where applicable | **✓** |  |
| Ability to develop and sustain good working relationships with customers, families and colleagues | **✓** |  |
| Organisational skills and ability to manage time and customers’ needs effectively | **✓** |  |
| Ability to actively contribute to the development of customers’ goal plans | **✓** |  |
| Ability to demonstrate good written and verbal communication skills | **✓** |  |
| A commitment to the principles of reablement and delivering person-centred support with positive outcomes | **✓** |  |
| Ability to work as part of a multi-disciplinary team | **✓** |  |
| Ability to use relevant technology systems | **✓** |  |
| Ability to cope with change | **✓** |  |

Contd. overleaf

**CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS**

**The short-listing criteria listed plus the following:**

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| **ASSESSMENT**  **METHOD** | **CRITERIA** |
| **Taster Day** | **Understanding customer needs and maintaining independence** |
| **Taster Day/ Group work** | **Working effectively as part of a team/ Ability to treat people equally with fairness and respect** |
| **Taster Day/ Observation Exercise** | **Effective communication/ Ability to treat people equally with fairness and respect** |
| **Taster Day/ Short Interview** | **Ability to treat people equally with fairness and respect** |
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