

JOB DESCRIPTION

Job Title: Directorate & Section/Unit: Reporting to: Responsible for:	Senior Support Worker Adult Services and Health Team Leader/Manager of the Service or the on Call Duty Manager Support Workers (including Night Support Workers in Residential Services)
Salary Grade: WCC Management Level: * Number of Direct Reports: *	Scale 5 SCP's 22-25 Frontline

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values;

- **Customer Focus** – Ensure delivery of a high quality service which meet the needs of customers.
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

- Support of people using a service for adults with care and support needs.

Main Activities & Responsibilities:

- May be required to accept responsibility for the service in the absence of any other senior officer, and comply with the business continuity plan if an incident occurs
- To respond and make decisions as the first aider on duty for emergency situations
- The post holder will be considered to be a member of the senior management group of the service.
- To act in a supervisory and supportive capacity to junior staff.
- To supervise a group of staff and oversee their development
- To assist and support the manager with staff related issues e.g. performance and sickness management
- On occasions to accept on behalf of the Manager or Team Leader, responsibility for certain aspects of the life of the service.
- To participate in the quality assurance system of the service
- To update and regularly review care plans and related documents with care staff
- To attend and participate in staff meetings and supervision.
- To co-operate with:
 - i. Relatives and other significant people in the lives of the people using the service.
 - ii. Colleagues within the department
 - iii. Staff from other departments and agencies
 - iv. Members of other professions

who share the responsibility for the well-being of the people using the service.

- To participate in the review system in accordance with departmental policy and practice as set out in the Departmental Manual of Procedures.
- To be aware of the changing and developing role of residential care within the total range of social service provision.
- In accordance with departmental policy to attend relevant training courses and staff development programmes when these are made available and recommended by senior staff/Training Officer(s).
- When appropriately qualified to be involved in study supervision including staff attending In-Service courses of training.
- To assist the Manager/Team Leader as required in the provision of an adequate level of health care and in the administration and safe keeping of drugs and medicine.
- To participate in the normal domestic tasks connected with the daily routine of the service and the personal needs of the people who use it.
- To familiarise him/herself with all the administrative and management aspects of the establishment as set out in the Department Manual of Procedures as directed by the Manager/Team Leader
- To assist the Manager/Team Leader as required, in the carrying out of delegated responsibilities under the Health and Safety at Work Act, including the administration of fire regulations and procedures.

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and people using the service and is consistent with the Council's Equality and Diversity Policy
- The nature of the work requires duties to be undertaken which will involve lifting carrying and moving for which appropriate training will be provided. The post holder must be able to physically deliver these
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) (as defined by the Police Act).
- This post meets Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) and the relevant children and adults barred list(s) checks.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates, Project Staff

External: Healthcare Professionals, PCT,

Police, Fire, Suppliers, Contractors, Service providers,
Statutory and Voluntary Organisations, people using the service, clients, carers, customers, members
of the public, volunteers

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act.

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*** WCC is aiming towards a 5 level management organisational structure with level 5 being the Chief Executive.**