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| **Post title:** | Care and Support Worker Senior Nights |
| **Grade:** | E |
| **Responsible to:** | Registered Manager (or in their absence the Deputy Manager) |
| **Staff managed:** | Manages a team of support roles |
| **Directorate:** | Health and Adult Services |
| **Service:** | Adult Social Care |
| **Job family:** | **C&S - Care & Support** |
| **Date of issue:** | 6th April 2023 |

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| Job context |
| * Reporting to a line manager as part of a team, you will provide care and/or support for an individual or group of individuals in a person centred way to ensure their well-being independence and choice in response to an assessment of their needs. The care and support you provide maybe undertaken in a range of settings (e.g., a residential home, a resource or day centre, in the service user’s own home and/or local community). You will work in ways which are consistent with the key aims of maintaining dignity and respecting human rights, as well as maximising the independence and potential of individual people to lead rich and fulfilling lives. You will lead a shift of Resource Workers at Entry, Levels 1 and 2 in carrying out their duties whilst on shift and to oversee the shift in the absence of the Registered Manager or their Deputy. * Completion of a range of tasks throughout the night as specified and directed by the Registered Manager (or other service managers). Including tasks linked to; maximising efficient and effective communication between day and night staff, smooth transfer and continuity of the support required by individual residents, completion of timely and detailed service delivery records as required, responsibility for the building and safety and security of residents throughout the night shift’. * The scientific and clinical evidence demonstrates that vaccines provide significant protection against severe disease, hospitalisation, and death from COVID-19. Research also suggests that those who are vaccinated are less likely to develop long COVID. The post-holder will support our North Yorkshire residents who are most at risk of serious illness from COVID-19 and therefore has a professional responsibility to preserve safety and to take all reasonable precautions necessary to avoid any potential health risks to themselves or others. Whilst not a legislative requirement, it is highly desirable for successful candidates to have completed (or be willing to complete) a full course of COVID vaccination. |

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| **Job Purpose:** | **To provide care and/or support for an individual or group of individuals in a person-centred way to ensure their well-being independence and choice in response to an assessment of their needs.** |

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| **Operational Management:** | * Recognise the abilities and talents of individual people and enable their social, spiritual, recreational, educational and entertainment needs to be met. * Ensure people make best use of community facilities as appropriate working with the independent living facilitator as appropriate to ensure stimulating activities to promote interest, mobility, and independence. * Support people in accessing paid and/or voluntary employment opportunities, where appropriate. * Enable people to access appropriate health care. * Assist people to manage their personal affairs and finances. * Support people to maximise their independence and maintain their well-being in a person centred way. * Understand and apply social care values at all times. * Within the shift it is expected that where appropriate you will support people in all areas of their individual need, giving assistance to the staff team and modelling a person-centred approach, including. * Provide appropriate personal care in a manner that promotes dignity and independence. * Provide all support in line with support plans. * Identify environmental and falls risks provide appropriate advice and information and refer on when necessary. * Enable people to live in a safe, comfortable, warm, and clean environment. * Monitor and help with medication as appropriate and where necessary, monitor and administer medication in accordance with current procedures and guidance. * Provide physical care needs in an appropriate and timely manner. * Moving and handling residents from a variety of situations. On feet and actively moving around for the majority of shift. Use of equipment as necessary. * Assist people with their personal hygiene and appearance. * Ensure that dietary needs and choice are met. * Provide physical and emotional support, meeting personal and physical care needs in an appropriate and timely manner. * Assist individuals with their personal hygiene and appearance. * Ensure that dietary needs are identified and met. * Providing help or encouragement or totally doing where appropriate * Attending individual reviews * Participating in fire drills * Sluicing dirty laundry, when needed to support other staff. * To administer first aid to people as required following appropriate training. * To attend meetings as requested by the unit managers. * Generally being alert to the ever-changing needs of the individual – coping with accidents (falls etc.) * Helping to resolve any disagreements between residents (see also safeguarding section below) * Responding in a flexible manner to task which are necessary to the well-being of individual or group, but not necessarily laid down as a task or duty. * Emotionally demanding role due to the nature of the residents physically and mental state. * Undertake key worker role for one or more individual people, as agreed with Registered Manager/ Deputy Manager. * Contribute to person-centred support plans / planning and co-ordinate implementation /reviews of service plans. * Enable people either to advocate for themselves or access advocacy schemes as necessary. * Undertake appropriate and continuous monitoring and recording throughout the duration of the shift recording and reporting accurately. * Work on own initiative and to take the lead on shifts. |
| **Resource management:** | * To lead a team of Resource workers in carrying out their duties and to oversee a shift. * To make decisions / contact a more senior Manager where required. * Assisting of induction of new staff by working alongside offering support and guidance * Provide formal supervision to a group of resource workers or ancillary staff as delegated by management. * Use creative solutions that enable people to maximise their independence including assistive technologies. Take a lead role within the team for developing creative solutions in conjunction with Managers. * Undertake “champion” role in regard to agreed service/practice issues as agreed with Managers. * Keep up to date with and ensure team awareness of national and local best practice initiatives in one or more service areas. * Constantly thinking ahead, planning tasks within routine, but responding to change as required. * Undertake required training and qualifications. * Take responsibility for own learning and development in conjunction with line Managers. * Support and assist resource workers and ancillary staff with learning and development/ obtaining qualifications. * Assist Managers in ensuring that all team members work in accordance with legislation, and Directorate policy and procedures, agreed quality standards and individual care plans/service plans. * Adhere to safe working practices and Health and Safety Requirements. * Operate within the Directorate’s risk management Framework. |
| **Partnerships:** | * Work as a member of a team * Promote multi-agency (including Health and District Councils) and/or multi-disciplinary working especially for people with more complex health needs. * Assist Managers with team development and operational effectiveness. |
| **Communications:** | * Constant need to communicate with other staff, remaining calm and positive throughout the shift. * Communicate effectively with people and their carers, families, and friends. * Communicate effectively with all colleagues and staff of other departments and external agencies. * Maintain a range of accurately written records as appropriate. * Working to address and also inform Registered Manager of any unsafe practice identified or observed. * Produce reports as required. |
| **Safeguarding:** | * Contribute to the safeguarding of vulnerable adults and alert an appropriate person where potential abuse is identified. * Respect and maintain service users’ rights to privacy and confidentiality. |

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| Person Specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience   * Evidence of advanced knowledge of particular or relevant area(s) of service or specialism (e.g., autism, EMI, challenging behaviour). * Working knowledge of current best practice in the social care of older people and adults and related National Care Standards. * Knowledge and understanding of how Equality & Diversity, Dignity & Respect and Human Rights will apply to this role. * Significant experience in social care or a related discipline. | * Working knowledge of current developments in the organisation and provision of social care for older people and adults. |
| Occupational Skills   * Verbal - able to communicate clearly and effectively with service users, carers, and other professionals at all levels. * Written - able to express clearly and concisely in language which is understandable to the reader and able to write reports. * Presentation. - able to convey information effectively to individuals and small groups * Interaction - two-way process of giving information and receiving feedback. * Customer-facing role requiring the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post. * Able to use and understand figures quickly and effectively (e.g., interpret basic budget and statistical data). * High level of interpersonal skills (e.g., active listening, good group working abilities, negotiation, empathy, handling conflict, mediation, able to relate well to different individuals adopting an adaptable approach). * Able to act on behalf of individual service users and carers effectively (e.g., negotiate services with GP, District Nurse, Benefits Agency, etc). * High level of organisation skills (e.g., able to set up a meeting, assist with preparation of rotas) * Able to prioritise and manage own workload. * Able to find solutions for day-to-day service delivery problems on behalf of self and others (e.g., advise on specialist issues) in conjunction with Team Managers. * Able to motivate and engage with service users and colleagues as necessary. * Able to demonstrate a high level of initiative (e.g., self-starter) * Able to set and achieve personal targets. * Able to think through, plan and implement day-to-day changes independently. * Able to motivate staff individually and in small groups and provide a reference point for a specific area of expertise or service. * assist with the management of change and implementation of Business Plan objectives. * Assisting staff with day-to-day issues. * Able to supervise staff. * Able to work with others as part of a small team and encourage team working. * Acknowledge the strengths of others by sharing skills, knowledge, and experience in working towards common goals. * Assist with identifying and meeting staff development, training and induction needs. * Skills associated with day-to-day risk assessment and Health & Safety practice. |  |
| Behaviours  [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |  |
| Professional Qualifications   * An NVQ level 2 in Care |  |
| Other Requirements   * Car user (essential for community-based services). * Flexibility with availability to work evenings and weekends where required. * An enhanced DBS clearance is required. * This role involves spoken communications, so a confident use of English language is required. |  |

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| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g., apprenticeships and work shadowing/coaching. * As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities. |

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| Structure |
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NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.