



Job Description – Senior Care Support Worker (SCSW)

Work base: Any designated location

Responsible to: Registered Manager

Responsible for: Care Support Workers and Bank Team Members

Main Purpose of Job

To support the Registered Manager in appropriately managing Spectrum resources in line with the Code of Conduct, Statement of Values, Policies and Procedures.

To manage and lead the shift under the guidance of, or in the absence of, the Registered/Deputy Manager within the service and to support the Registered Manager in taking responsibility for service users and managing the resources designated to the service and to undertake all responsibilities associated with the role for the duration of their duty shift.

Environment

Spectrum's goal is to provide quality of life and the opportunity to develop for service users in its care. The organisation works to a value-base of respect for the dignity and uniqueness of everyone – service user, team member, stakeholders and the wider community.

Functional Links

Service users, service users' families, sponsoring authorities, regulatory bodies, partner organisations, suppliers, and other stakeholders.

All team members, Registered Managers, Divisional Managers, Senior Management Team and Chief Executive Officer, Trustees.

Key Aims

Confidentiality

The nature of the work entrusts you with confidential information about autistic people, their families, carers, and team members. Any breach of confidentiality constitutes gross misconduct.

You are required to maintain confidentiality for all areas of Spectrum, its teams, and its work.

Professional Conduct

You are required to conduct yourself at all times in a professional manner, especially when representing Spectrum or when on Spectrum business and to ensure always that your appearance is appropriate and commensurate with Spectrum's Work Wear and Dress Code Policy.

Service Users

You are required to:

- lead a team of Care Support Workers over the duration of a shift, to provide appropriate care and support to our service users in a way that demonstrates a person-centred approach, to enable them to live independent and fulfilling lives.
- help ensure that the interests of the service users are central to what happens in the service, whilst ensuring their views are respected on, and where appropriate and safe to do so, acted upon.
- help ensure the service user has a clear voice in relation to how they live their lives and what outcomes they are seeking.
- actively help support the Registered/Deputy Manager to manage in a way that ensures the privacy, respect and dignity of the service user always and to help create and maintain a culture, which recognises the Equal Opportunities of all.
- contribute to the ongoing assessment of individual service users' needs in order to assist individuals to enable the Registered Manager to secure the appropriate levels of resources and support to enable them to lead a fulfilling and active life.
- assist in the development and maintenance of a happy, stimulating and secure environment for all service users.
- work as a part of a multi-disciplinary team and lead on agreed programmes and be responsible for liaising with the Registered Manager for ensuring enough levels of resources and funding are available for ensuring programmes can be completed as planned and is funded to such a level as ensures the success and implementation of such agreed programmes.
- work alongside the Registered manager and/or Deputy Manager, to maintain a high level of service user support always.
- help ensure all records relating to service users and their progress are accurate and updated in such a manner to ensure a high quality, product, is always available over their span of duty.
- be responsible, on a delegated basis, for implementing and maintaining outcome led planning and to demonstrate through accurate record keeping that appropriate service user goals have been set and met.

Team Members

- support the Registered Manager to provide management, supervision, support and guidance to the team.
- promote a team approach to ensure continuity of care and ensure that team members responsibilities are fully implemented.

Administration

You are required to carry out delegated administrative functions as and when required by your line manager. These may include:

- Service users' case records
- The comprehensive completion of incident sheets, accident records

- Financial records and budget control – with responsibility for ensuring that any budgetary variations are noted, investigated and reported to the appropriate person in a timely manner. Also, responsibility for all financial records, including service users' personal allowances, clothing allowances, service budgets, are properly managed, documented and updated to satisfy any necessary audit.
- Medication records – with responsibility for the correct administration and recordkeeping for all service users' medications in line with Spectrum's current medication policy and complete associated records in a full and accurate manner as required in the policy document.
- Vehicle checks – with responsibility ensuring the services vehicles are checked regularly and maintained to the require standard, kept in a clean and safe condition, serviced at regular intervals and driven in a safe manner. Also, with responsibility for ensuring all mileage returns and vehicle defects are reported promptly to the fleet administrator.
- House safety checks - with responsibility for supporting the manager in ensuring that all house maintenance defects are notified promptly to the maintenance manager and to follow up with email requests to ensure any problems and issues are resolved in a timely manner.
- Daily EasyLog updates

Other relevant functions

- Responsibility for supporting the manager in ensuring you and your team comply with all Spectrum's Fire, Health and Safety policies in relation to the service, service user, team member and organisational responsibilities.

General Responsibilities

- To be responsible for aspects of resource and resource allocation to ensure that good systems for budget management are in place and maintained.
- To undertake the full range of care duties and undertaking sleep-in duties as required.
- To undertake appropriate levels of Continued Professional Development (CPD) and to complete the requisite training within the required period.

Other Duties

- To work co-operatively with all Spectrum team members in maintaining good relations with outside agencies and the general public in order to uphold Spectrum's image and win increased support for its work and to actively promote a positive image of autism and the services provided by Spectrum.
- To undertake sleep-in duties, for which a set allowance is payable.
- To undertake on-call responsibilities.
- To participate fully in developing and maintaining a cohesive team approach to all aspects of your work.
- Contribute to a team ethos across the organisation, at all levels and responsibilities, and ensure that your conduct does not conflict with the professional expectations of Spectrum.
- All the above in accordance with Spectrum's policies, agreed quality standards and systems in line with the requirements of the Care Quality Commission (CQC) or Ofsted.

PLEASE NOTE

The job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

If you take up employment with Spectrum, this is on the understanding that the first six months constitute a probationary period.

This post is subject to an enhanced Disclosure and Barring Service (DBS) Check, with a check of the barred list for both adult and children's services

Further information is available from the DBS Information line on 08709 090811 and from www.gov.uk/disclosure-barring-service-check

Specific Job Requirements

This sets out the criteria to be used in determining whether an individual is likely to be able to undertake the duties in the job description.

Essential Skills

- Good oral and written communication skills.
- An ability to produce clear reports and keep accurate records.
- An ability to follow Spectrum policies, procedures and guidelines.
- Good ability to communicate clearly and quickly in the event of an incident and with your team generally.
- Good ability to deal with potentially stressful environment of verbal or physical challenging service users.
- Good ability to think and act quickly to intervene or take appropriate action in the event of challenging situation.
- Demonstrable ability to use a range of Microsoft products.
- Demonstrable ability to plan and organise self and other
- Ability to analyse situations and act.
- Able to demonstrate emotional resilience.
- Physical fitness in order to move, physically intervene or remove service users from dangerous situation.
- Demonstrable high levels of motivation to work with vulnerable people.
- A 'can do' approach
- Ability to work in a way that recognises diversity of service users and team members.
- An ability to initiate and engage autistic people in a wide variety of social, educational, vocational, recreational and domestic activities.

Essential Knowledge, Qualifications

- Recognised Level 2 Health and Social Care qualification and a commitment to work towards and achieving Level 3 Health and Social Care qualification, within 24 months of employment.
- A demonstrable knowledge and understanding of learning difficulties and specialist care services.
- Demonstrable understanding of the legislative requirements around care of vulnerable people, MCA and DOLS.
- Demonstrable experience of working in a care environment.
- Broad knowledge of autism and other related conditions.

Desirable Additional Skills, Knowledge & Qualifications

- NVQ level 3 in Health and Social Care.
- Experience of managing physical resources including vehicle management and house maintenance.
- Experience of supervising the work of others and deploying team members over a span of duty.
- Demonstrable experience of managing budgets and accounting practice.
- Previous experience of managing or supervising in a care environment.
- An ability to initiate and engage autistic people in a wide variety of social, educational, vocational, recreational and domestic activities
- A full, clean driving licence

Key Responsibilities of all Spectrum Team Members

Teamwork and Communication

- To build constructive and positive working relationships and maintain good communication with your team, management colleagues and the wider organisation.
- To demonstrate the capacity to communicate risks to the organisation through the correct management channels.

Service Development

- To achieve continuous improvements in the delivery of service in both quality and efficiency of processes. To identify and share good practice across the team/organisation.
- To take active steps to identify and minimise operational and systematic risks to the organisation.

Autonomy and Initiative

- To demonstrate the capacity to self-manage your time and to prioritise actions to achieve goals in a timely manner.
- To demonstrate the capacity to take well-judged decisions independently and to refer decisions to your line manager.

Value Base

- To act always in a way which models a valuing style of management, respecting individual dignity and difference.
- To actively identify and work on your continuing professional development including maintaining an up to date awareness of sector developments and changes in the regulatory framework.
- To maintain an absolute confidentiality concerning the personal details and lives of service users, the company's financial status and business plans that are not in the public domain and any other information that you could reasonably be expected to understand is confidential.
- To actively and positively contribute to the job-planning process and complete any actions in timely manner.
- To work always in accordance with the Health & Safety at Work Act 1974 and to follow all company procedures and guidelines which assist this.
- To work always demonstrating respect for the dignity of service users, their families and colleagues in accordance with Spectrum's Value Base Policy.
- To undertake such other duties as may be required within the general scope of the job.

Working Conditions of the Post

Travel

The organisation has seventeen homes in Cornwall. You may be required to work at **any** homes in the organisation within reasonable distance of home and/or usual base, and, through negotiation, may be asked to visit or work at other homes further afield. It is for this reason that you will need to ensure you have Business Use included on your car insurance.

Unsociable Hours

In order to provide high quality services 24/7, you must have enough flexibility to fit in with staffing rotas that are required to maintain these standards of service.

The post necessitates day, weekend, and evening shift working. Your shifts will vary from week to week, as they are apportioned as possible on a 'rolling rota' basis.

Changes to the rota may occur from time to time. Shifts times vary between establishments.

Some weekend work is a requirement of this job role each month. Our aim is one weekend on and then one weekend off. However, team member training, sickness, annual leave and vacancies will dictate how often weekend work is required within each home's rolling rota.

All contracted persons (except waking-night team members) will be required to undertake sleeping-in duties each month. A set amount of money is paid for each sleep in.

Part Time Contracts

Those working on a part-time contract will be on a rolling rota basis and will be expected to adhere to the shifts indicated by the rota as determined by the unit manager.

Pressures Inherent in the Job

- People and time management
- Challenging service user group
- Changing/expanding organisation and service provision
- The job can be physically and mentally demanding
- Maintenance of high professional standards

Conditions

Hours per week: Full time 39 hours per week

Holiday entitlement: 25 days of annual leave, plus eight recognised English Bank Holidays or eight days in lieu of Bank Holidays.