

**Job Description**

**Senior Support Assistant**

Location 34 Claro Road, Harrogate

Salary £11 per hour

Hours per Week Full time 37.5hrs per week

Annual Leave 28 days plus statutory bank holidays (pro rata for part time staff)

Reports to Care & Support Operations Manager

DBS Check Enhanced with list checks

**Key Areas of Responsibility**

* Supports the work of the manager and deputy managers in the day to day running of our personal care services, residential and community based
* Lead shifts as required

**Line Manages**

* Support staff as delegated by the manager

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| **Service Specific Roles** |
| **Role** | **Outcomes** | **Measures** |
| Leadership of a unit of ten customers within the residential care facility including delegation of tasks to staff | The service is effectively run with customers on each unit receiving a high standard of support | Customer surveysStaff surveysDaily records |
| Responsibility for the food budget for their unit, including ensuring menu planning and food shopping is carried out | Customers have a balanced healthy diet and are fully involved in meal choices and preparationSpending on food is controlled and appropriate | Customer surveysMenu recordsMonthly management accounts |
| Leads the shift as required | The facility is well run at all times, including in the absence of the manager, deputy manager. Staff are aware of their responsibilities | Customer surveysStaff surveys |
| Undertake a wide range of support tasks and activities for each customers, as described in their support plan, and directed by the customer, including personal care, domestic support and assistance with social needs when required | Customers achieve their desired outcomesCustomers have personal care and support needs fully metCustomers are able to live life the way that they wish and are in full control of all decisions regarding their personal care and support | Customer feedback,formal and informal.Supervision recordsDaily record sheetsCustomer reviews |
| As requested by, and/or in the absence of, the manager maintain effective communication with customers, relatives, staff and external agencies including health care professionals and others | Everyone involved with the service is in receipt of the information they need.Two way lines of communication are maintained at all times | Notes of customermeetingsNotes of staff meetings  |
| Accurate administration of medication, including ordering, safe storage, recording and disposal | Administration of medication is safe with minimum errors | MAR sheetsIncident reportsSafeguarding reports |
| Preparation of care plans and risk assessments, enabling the people we support to live their lives to their full potential by promoting choice, independence, dignity, privacy, diversity, culture and values.  | Care and support plans fully reflect the personal care and support needs of customerStaff are able to deliver a service in line with customers wishes and needsRisks are identified and mitigated as far as possible, whilst recognising that customers have the right to take risks  | Care and support plansDaily record sheetsCustomer feedbackRisk assessmentsAccident & incidentrecordingSupervision notes |
| Arranging and attending regular review meetings of customers care and support, taking into account changing needs and choices. | Customers care and support plans are current and reflect changes that may occur  | Review meeting notes |
| Ensure that all information relating to customers is kept up to date and communicated to others. Ensure that any concerns or changes to customers support needs or risk management are acted on without delay.  | Customers receive the best possible service from well informed staff.Health and other concerns are dealt with quickly to ensure the safe health and wellbeing of customers | Daily record sheetsCare and support plans |
| Be on call on a rota basis | Staff have access to an experienced member of staff at all times | Rotas |
| Attends staff meetings, supervision and training as required | Post holder has the training, support and communication required to effectively perform their role  | Training recordsSupervision recordsStaff meeting minutes |
| Promotes a positive image of disability, and the organisation | Gains increased support for our work |  |
| Maintains personal responsibility for following our policy and procedures as well as health and safety regulations | A safe and healthy working environment | Supervision records |

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the particular expertise of the postholder to be developed and maximised to the mutual benefit of both employer and employee.



We expect all of our employees to:

* Agree with our vision for a society that embraces the same opportunities and life choices for disabled and non-disabled people alike.
* Be positive about working for Disability Action Yorkshire
* Work well with others

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| **Person Specification – Senior Support Assistant** |
| **Skills/competence requirements** | **Essential/desirable** |
| Good communication skills at all levels | Essential |
| Good organisational skills and the ability to work on own initiative | Essential |
| Ability to lead and motivate others | Essential |
| Good level of numeracy and literacy | Essential |
| Good IT skills | Essential |
| Able to maintain accurate records | Essential |
| **Experience** | **Essential/desirable** |
| Experience of working in a social care, residential or community setting | Essential |
| Experience of co-ordinating homecare delivery | Desirable |
| Experience of staff management / supervision  | Desirable |
| **Knowledge**  | **Essential/desirable** |
| Knowledge of the issues affecting disabled people | Desirable |
| Knowledge of the requirements of the Care Quality Commission | Desirable |
| **Other** | **Essential/desirable** |
| Minimum Level 2 qualification with willingness to work towards Level 3 | Essential |
| Willingness to undertake training and development activity | Essential |
| Full clean driving licence | Desirable |
| Flexibility with regard working hours including on call arrangements | Essential |

 

We w ill always shortlist disabled candidates who meet the minimum essential criteria