



Coventry City Council

Job Description

Job Title:	Senior Support Assistant	Job Number:	Y5371D
Service:	Adults Social Care	Grade:	5
Location:	Housing with Care City wide		

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

To assist and support the Unit Manager and the Assistant Manager in the overall management and administration of a Housing with care unit, supervising and working with a group of staff deploying resources that meet the needs of tenants through person centred service delivery

To support the aims and objectives of the unit as outlined in the Statement of Purpose.

To assist Tenants in maintaining their independence and achieving their outcomes and contributing of the prevention of unnecessary admissions to hospital or entry to residential and nursing homes.

Main Duties and Responsibilities:

1. Ensure services are provided in accordance with Coventry City Council's Equal Opportunities Policy and that all tenants' needs are considered on an individual basis.
2. Act as a role model of high quality care and support practice whilst monitoring the practice of staff and volunteers, taking remedial action when necessary, to ensure that expected standards of practice and conduct are maintained. Coach, guide and develop staff in delivering a high quality service.
3. To promote the independence of tenants and facilitate activities that increase and maintain independence and supports the delivery of individual outcomes within a supportive environment including the use of local community facilities.
4. Ensure the rights of individual tenants are upheld and promoted at all times, assuring the principles of choice, dignity, respect, privacy, empowerment and fulfilment are met while maximising the choices available to service users. Actively involve tenants in the decision-making about all aspects of the care and support they receive.
5. Undertake assessments and ensure care/support plans are formulated involving service tenants, staff and relevant others, that these are revised as needs change and that support staff are working to the current care/support plan
6. Undertake report writing on individual tenants, and supervise and support other staff in writing daily reports and other reports where agreed. Arrange, organise and, as necessary, chair reviews involving individual service users and liaise effectively with others.

7. Liaise effectively with outside agencies and other professional's e.g. GPs, DNs, CPNs and therapists, and support when visiting the HwC unit. Ensure tenants ' health needs are met through appropriate reporting and recording procedures. Control and administer medication as prescribed in accordance with medication procedures and ensure that staff follow these procedures.
8. Provide direct personal care and support to service users, including physical assistance, as required, to ensure the maximum well being of each individual tenant.
9. To ensure good safeguarding practise within the unit, through the application of policies and procedures.
10. Act as shift leader and take responsibility for the well-being, security and health and safety of Tenants, staff and the premises contacting emergency services or the senior management on call if necessary.
11. To ensure that high quality practice and services are provided at all times and that all complaints/comments received at the unit are logged and are properly responded to following Corporate Departmental Policies and Procedures.
12. Ensure that all Health and Safety Regulations are adhered to, including the carrying out of Risk Assessments, so that a safe and secure environment is provided.
13. Ensure that corporate, directorate and local policies and procedures are adhered to at all times.
14. Work closely and collaboratively with housing providers and other agencies such as Primary and Acute Health Care Services to continually improve the health and quality of life of Tenants.
15. Support and work with the carers/relatives/friends of tenants in delivering the outcomes required of individual tenants and ensure the service is part of the local community and that the community is involved in the effective delivery of services to tenants...
16. Participate in staff meetings and contribute towards the implementation of the Aims and Objectives of the Service and the agreed Operations Plan and Performance Targets.
17. Undertake individual and group supervision for a designated group of staff and volunteers. Keep appropriate records and assist the Management team in identifying and meeting the developmental needs of individuals and the staff team, including the delivery of effective induction to new starters.
18. Demonstrate a commitment to the personal development of self and others and attend training sessions to meet identified learning needs to acquire the appropriate qualifications, as required by relevant registering bodies and the City Council
19. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: Support Workers/Care Assistants and Cooks and or Food Service Assistants and or Catering Assistants and or Domestic Assistants

Responsible to: Assistant Manager and Unit Manager

Date Reviewed:

Updated: July 2022



Coventry City Council

Person Specification

Job Title:	Senior Support Assistant	Job Number:	Y5371D
Service:	Adults Internally Provided Services	Grade:	5
Location:	Housing with Care Complexes City Wide		

Area	Description
------	-------------

Knowledge:	An insight into the needs of older people, e.g. physical, social and emotional.
	The types of intervention that promote independence.
	The philosophy of Housing with Care Services.
	An Awareness of the City Councils Equal opportunities policy.
	Relevant Health and Safety Regulations and their application in the workplace.
	Anti-discriminatory practice.
	The Importance of maintaining confidentiality.
	The importance of carrying out risk assessments.
An understanding of Dementia Care and challenging behavior is desirable.	

Skills and Abilities:	Able to demonstrate a positive attitude to quality of service and opportunity by putting it into practice.
	Able to appropriately supervise a group of staff, i.e. conduct, medication, reports, care and support planning.
	Communication skills – verbal, listening, and able to write short accurate reports.
	Organisational skills in managing a shift and ensuring designated tasks are undertaken.
	Ability to assess Tenants housing support and personal care needs and provide personal care.
	Able to demonstrate a positive attitude towards clients' rights and individuality.
	Basic domestic skills, e.g. cleaning and preparing simple snacks.
	Ability to support people in taking medication.
	Able to make informed decisions and use initiative.
	Able to recognise "at risk" situations, eg. Health and safety and deal with appropriately.

,Skills and Abilities: (Continued)	Able to contribute to disciplinary procedures
	Numeracy skills to be able to monitor budget spend allocated, petty cash etc, and the ability to deal with finances ensuring procedures are followed.
	Literacy skills to be able to write reports, care plans etc.
	Able to coach, guide and act as a model of good practice.
	Able to contribute to the management of the unit, participate and chair meetings.
	Able to accept the need for training and to be able to put theory into practice.
	Able to support, train and identify staff development needs and act as a role model to staff.

Experience:	Demonstrate experience of organising and managing a staff team in providing care and support to older people
	Previous experience of working in a care/support setting particularly with older people.
	Supervising staff in a care/support setting is desirable

Educational:	Level II in Care.
	A commitment to undertaking relevant management modules up to Level III. NVQ Level III Promoting Independence or other relevant training; OR a commitment to attain Level III Promoting Independence within a given time frame.

Special Requirements:	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Reviewed:

Updated: July 2022