

Job Description and Person Specification



Job Description

Job Title	Night Support Assistant
Grade	Grade 4 plus 33% Night Rate
Service	Adult, Social Care / Housing with Care
Reports to	Manager
Location	City wide
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

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:



About the Service your team will provide

Purpose of the role / Output

1. To work alone within any of the HwC schemes but under the guidance of the Senior Mobile Night Support Assistant
2. To assist tenants in maintaining their independence and achieving their desired outcomes and contributing to the prevention of unnecessary admission to hospital or entry to residential and nursing homes.
3. To work in an effective and efficient manner to make best use of resources and to meet tenant need.
4. To participate and work with the HwC management to improve service delivery.
5. To operate in accordance with the Care Quality Commission regulations and standards.
6. To be decisive and pro-active in your actions.
7. To monitor and review Health& Safety and security to prevent and minimise risk.

Main Duties & Key Accountabilities

Core Knowledge

1. To participate in meetings and contribute towards the implementation of the aims and objectives of the service and the agreed operation plan and performance targets.
2. To promote the independence of tenants with the use of Assistive Technology and activities that increase and maintains independence to achieve the tenant's outcomes identified within each care and support plan.
3. To ensure that tenant's rights are upheld at all times to maximise the choices available by actively involving tenants in the decision-making process about all aspects of the services that they receive.
4. To ensure that high quality practice and services are provided at all times and that all complaints/comments are properly responded to following Departmental policies and procedures.
5. To contribute to and promote effective communication using tools and techniques that ensures consistency and continuity between the various shift patterns through the day and at night.
6. 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.
7. Ensure that corporate, departmental and local policies and procedures are adhered to at all times.
8. 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 service users to enhance partnership working within the local community.
9. To work in partnership with the carers, relatives, friends and volunteer agencies to deliver the outcomes identified within individual care and support plans.
10. To undertake training and acquire appropriate qualifications, as required by relevant registering bodies and the City Council to enhance and improve personal development.

11. To provide personal care and support to tenants throughout the night in accordance with their needs and agreed care and support plans, in a dignified and respectful manner both in life and in death.
 12. Participate in the supervision, training and development to enhance and improve personal development.
 13. Participate in providing reports on individuals or groups of service users.
 14. Be in attendance and offer assistance to GPs, other professionals and relatives when required
 15. Any other duties and responsibilities within the range of the salary grade.
-

Key relationships

External Range of service via NHS Age UK Contractors Police Citizen Social Housing Group	Internal Social work Team Human Resources Maintenance Team Brokerage Team
--	--

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

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

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

Job Evaluation Code	
Knowledge	
An insight into the needs of older people, e.g. physical, social and emotional.	
The types of intervention that promote independence and maximise positive outcomes for tenants.	
The philosophy of Housing with Care.	
Equality and Diversity.	
Skills and Abilities	
Able to demonstrate a positive attitude to quality of service and opportunity by putting it into practice.	
Organisational skills in managing self to ensure designated tasks are undertaken in an efficient and effective manner.	
Ability to provide personal care in a respectful and dignified manner.	
Ability to communicate effectively, demonstrating the ability to use tools and techniques to reflect accurate recording and reporting between shift patterns.	
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 prioritise, make informed decisions and use initiative.	
Able to recognise "at risk" situations, eg. Health and Safety, Security and deal with appropriately.	
Able to administer first aid.	
Able to contribute, participate and work with the management team to improve service delivery.	
Able to accept the need for training and to be able to put theory into practice.	
Experience	
Proven experience in delivering support in social care or an equivalent setting	
Qualifications	

NVQ level 2 in care as a minimum or equivalent
Ability to undertake NVQ level 3 promoting independence
First Aid certificate.
Special Requirements
This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.

Date Created	24 August 2023	Date Reviewed	
---------------------	----------------	----------------------	--