

# Job Description and Person Specification

## Job Title – Senior Night Support Worker

Job Details: Senior Night Support Worker Residential Care	
<b>Grade</b>	Grade 5 plus 33% Night Rate
<b>Service</b>	Adult Social Care – Internally Provided Services
<b>Location</b>	Eric Williams House
<b>Job Evaluation Code</b>	Y5371D

Coventry City Council Values
<p>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:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

### **Job Purpose**

To provide shift leadership at night.

To provide night time security ensuring the service users, staff and building are safe and secure

To provide a high standard of support and enablement at night, ensuring individuals' needs are met through promoting independence and personalised approaches in a safe, respectful and dignified manner; giving people choice and control over the services they are using and ensuring the best possible outcomes for people who use Adult Social Care Services.

To deliver all support in compliance with relevant social care legislation, the Council's values, policies and practices and the CQC Essential Standards for Quality and Safety.

To ensure the building and service users are safe and secure at night

### **Main Duties & Key Accountabilities**

1. Act as shift leader and take responsibility for the well-being, security and health and safety of service users, staff and the premises at night, contacting emergency services or the senior management on call if necessary. This will involve maintaining a wakeful watch throughout the night and regular tours of the premises.
2. Be in attendance and offer assistance to GPs, other professionals and relatives when visiting a service user.
3. Participate in the supervision, training and development of Night Support Assistants
4. 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. 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.
6. Ensure the rights of people who access our services are promoted at all times, ensuring that the principles of choice, control, dignity, respect, involvement and empowerment are maintained.
7. Ensure that the emotional wellbeing of the people we support is respected in all aspects of service delivery, wherever possible enabling them to assert responsibility for their own lives and obtain and act in accordance with the consent of the person in regard to their care and treatment.
8. Help in creating opportunities and choices, so that each individual can achieve their desired outcomes and has appropriate control over the decision-making process about the service they may receive.
9. Promote the physical, emotional, social and intellectual wellbeing of the people we support including supporting people to access local facilities and opportunities.
10. Meet the practical and personal care and support needs of the people who access the service through the night (this may include practical support with their dietary and nutritional needs and hands on care tasks where applicable).
11. Assist and support with the administration of prescribed medicines in line with departmental policy and guidance complying with local protocols or instructions which ensure that a proper medication administration procedure is adhered to.
12. Ensure Health and Safety requirements, including Risk Assessments are in place, up to date and adhered to with due regard to the people we support, staff, visitors and the workplace environment including the expectation of maintaining appropriate standards of cleanliness and hygiene.
13. Clean areas of the building designated by the Manager and undertake laundry and maintenance of laundry items as directed.

14. Take responsibility for the well-being, security and health and safety of residents This will involve maintaining a wakeful watch throughout the night.
15. Assist in the day-to-day record keeping on matters pertaining to the people we support and alert the appropriate person of any developments causing concern.
16. Work supportively with other professionals, colleagues, carers, relatives or friends in the interest of the wellbeing of the people we support.
17. Make a positive contribution to and work constructively within the team, attending team meetings as appropriate.
18. Attend appropriate training courses as set out in the training profile for the job role and to take responsibility for your own ongoing personal development.
19. Be able to work all shifts required by local rota pattern, which may include working regular evenings, weekends and Public Holidays.
20. Work in other appropriate locations across the city as needed.
21. Any other duties and responsibilities within the range of the salary grade

### Key Relationships

External:	Care Quality Commission Range of service via NHS Age UK Contractors Police / Fire Services Service Users Next of Kins	Internal:	Commissioning Social work Team Human Resources Maintenance Team Brokerage Team
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### 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.

**Training**

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

**Responsible for**

Staff managed by postholder: Night support assistants

**Person Specification**

**Requirements**

<p>Knowledge</p>	<p>An understanding of Equal Opportunities and how this might be put into practice.</p> <p>An understanding of Personalisation in Social Care and how that is put into practice.</p> <p>Knowledge of the principles and practice of reablement/promoting independence.</p> <p>Knowledge of the importance of rest and sleep in the recovery process</p>
<p>Skills And Ability</p>	<p>Ability to communicate and liaise with the people who access our services, relatives and professionals on a day-to-day basis.</p>
<p>Skills And Ability</p>	<p>Able to demonstrate a positive attitude to quality of service and opportunity by putting it into practice</p>

Skills And Ability Skills And Ability	Ability to manage self and others. Organisational skills in managing a shift and ensuring designated tasks are undertaken
Skills and Ability	Able to coach, guide and act as a model of good practice.
Skills and Ability	Able to supervise others.
Skills And Ability	Able to make informed decisions and use initiative.
Skills And Ability	Always treat the person with dignity and respect and involving them in the decision making about their support.
Skills And Ability	Able to promote peoples' rights.
Skills And Ability	Able to encourage and support people to do things for themselves thus promoting independence and empowerment.
Skills And Ability	Able to support individuals when they are anxious or distressed or display behaviour that challenges the service
Skills And Ability	Able to demonstrate effective interpersonal relations, e.g., integrity, trust, diplomacy, negotiation skills and contributing to helping others.
Skills And Ability	Able to receive and record accurately information pertaining to the people we support.
Skills And Ability	Able to identify and respond to the changing needs of people who use services and communicate this or any areas of concern to the appropriate person.
Skills And Ability	Able to support with ordering, auditing and disposal of medications and administer prescribed medicines in line with the guidance on the safe handling of medication and local protocols.
Skills And Ability	Able to participate in staff meetings; manage supervisions and annual competency-based appraisals.
Skills And Ability	Be physically able to complete frontline care tasks and mentally able to deal with the demands of the job.

Skills And Ability	Be honest, reliable and trustworthy thus promoting the Council and its services in positive way to partners and customers.
Experience	2 years' experience as a support worker in an adult social care setting or equivalent. Acting as a duty officer
Qualification	Verbal and written English skills; basic mathematical skills.
Qualification	Level 2 Diploma in Health and Social Care as a minimum and the ability to undertake Level 3 Diploma in Health and Social Care within an agreed time scale.
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).  Dress Code required, including, in some areas, the wearing of a uniform

<b>Declaration</b>			
Reviewed/Created By:	Christine Calcott		
Job Title:	Assistant Manager	Date:	23/04/2025