

Job Description and Person Specification



Job Description

Job Title	Senior Support Assistant
Grade	5
Service	Adult Social Care
Reports to	Assistant Unit Manager
Location	Housing with Care Citywide
Job Evaluation Code	Y5015D



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

To assist and support the Community Resource 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 & Key Accountabilities

Core Knowledge

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.

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
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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.

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:

Responsible for: Support Assistants and Cooks and or Food Service Assistants and or Laundry Domestic Assistants

Responsible to: Assistant Manager

Person specification

Job Evaluation Code	Y5015D
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, e.g., Health and safety and deal with appropriately.
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
Qualifications
Diploma 2 or equivalent (NVQ 3 in Social Care)
A commitment to undertaking relevant management modules up to Level III
A commitment to achieve a Level 3 Diploma in Health and Social Care
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 Created	June 2023	Date Reviewed	February 2024
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