

Job Description and Person Specification

Night Support Assistant

Job Details	
Grade	Grade 4 plus 33% Night Rate
Service	Adult, Social Care / Housing with Care
Location	City wide
Job Evaluation Code	Y5742D

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

Job Purpose

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
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.
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.
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.
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.
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.
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.
Ensure that corporate, departmental and local policies and procedures are adhered to at all times.
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.
To work in partnership with the carers, relatives, friends and volunteer agencies to deliver the outcomes identified within individual care and support plans.
To undertake training and acquire appropriate qualifications, as required by relevant registering bodies and the City Council to enhance and improve personal development.
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.
Participate in the supervision, training and development to enhance and improve personal development.
Participate in providing reports on individuals or groups of service users.
Be in attendance and offer assistance to GPs, other professionals and relatives when required

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.

Training

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

Responsible for

N/A

Person Specification

Requirements

Knowledge	An insight into the needs of older people, e.g. physical, social and emotional.
Knowledge	The types of intervention that promote independence and maximise positive outcomes for tenants.
Knowledge	The philosophy of Housing with Care.

Knowledge	Equality and Diversity.
Skills And Ability	Able to demonstrate a positive attitude to quality of service and opportunity by putting it into practice.
Skills And Ability	Organisational skills in managing self to ensure designated tasks are undertaken in an efficient and effective manner.
Skills And Ability	Ability to provide personal care in a respectful and dignified manner.
Skills And Ability	Ability to communicate effectively, demonstrating the ability to use tools and techniques to reflect accurate recording and reporting between shift patterns.
Skills And Ability	Able to demonstrate a positive attitude towards clients' rights and individuality.
Skills And Ability	Basic domestic skills, e.g. cleaning and preparing simple snacks.
Skills And Ability	Ability to support people in taking medication.
Skills And Ability	Able to prioritise, make informed decisions and use initiative.
Skills And Ability	Able to recognise "at risk" situations, eg. Health and Safety, Security and deal with appropriately.
Skills And Ability	Able to administer first aid.
Skills And Ability	Able to contribute, participate and work with the management team to improve service delivery.
Skills And Ability	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
Qualification	NVQ level 2 in care as a minimum or equivalent
Qualification	Ability to undertake NVQ level 3 promoting independence
Qualification	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.

Declaration			
Reviewed/Created By:	24 August 2023		
Job Title:		Date:	