

Job Description and Person Specification



Job Description

Job Title	Senior Support Assistant
Grade	G5
Service	Adult Social Care – Internally Provided Services
Reports to	Support Co-ordinator
Location	City Wide
Job Evaluation Code	Y5262D



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 provide first line management support with supervisions appraisals and support to support staff within day services. Ensuring services user individual needs are met through promoting independence and personalised approaches in a safe respectful and dignified manner; giving people choices and control over the service they are using and ensuring the best possible outcomes for people who use Adult Social care services. To deliver all services in compliance with relevant social care legislation, to undertake risk assessments, to allocate activities which are centre based or in the local community. To ensure staff training annual leave and sickness is managed in a fair and equitable manner. Adhering to City Councils values and policies and practices and the CQC essential Standards for Quality and Safety.

Main Duties & Key Accountabilities

Core Knowledge

- Participate in the development and implementation of Equal Opportunity Action Plans, thus ensuring the development of multi-cultural practices.
- Promote the physical (including the administration of medication), emotional, social, and intellectual well-being of each service user.
- Supervise support assistants as appropriate, on a day-to-day basis ensuring all service users' needs are met.
- Supervise support staff in supervision and competency-based appraisal process.
- Participate in creating opportunities and choice, so each service user can live the fullest life possible, including social and leisure opportunities.
- 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 receive.
- Promote the physical, emotional, social, and intellectual wellbeing of the people we support including supporting people to access local facilities and opportunities.
- Encourage and support service users to take care of their own and others' personal belongings.
- Assist in day to day record-keeping on matters pertaining to service users, and alert a responsible officer of any development causing concern.
- Take responsibility for the personal finance of service users, as appropriate, and ensure a proper recording procedure is adhered to.
- Take responsibility for the safe administration of medication as prescribed inline with the departmental policy and guidance complying with local protocols or instructions which ensure that a proper medication administration procedure is adhered to and to ensure a proper recording procedure is adhered to.
- Contribute, as appropriate, to the Service User outcome focussed Review process.
- Attend meetings and contribute to the work of the team on a regular and ongoing basis.

- Respect confidentiality in all aspects of the role when working with service users.
- Liaise effectively with parents, carers, independent providers, ACM workers and other agencies pertinent to personal plans of Service Users.
- Ensure Health and Safety requirements are adhered to with due regard to service users, staff and all persons using the building.
- Attend any training with respect to first aid and provide first aid attention if required (after appropriate training has been provided) and/or summon appropriate assistance.
- Attend appropriate training courses as set out in training profile for the job role.
- Implement and maintain duty rota and local shift patterns liaison with support co-ordinators
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Health Professionals Parents /Carers. Professionals GP'S SALT, Volunteers Community networking	Internal Professionals: AADT LD Nurses, Occupational Therapist. All day opportunity service managers and staff
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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:

Staff managed by postholder:

Support Assistants

Person specification

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Knowledge	
An insight into the needs of people with a learning disability, e.g. physical, social and emotional	
The types of intervention that promote independence.	
Equal opportunities	
Skills and Abilities	
Able to appropriately supervise a group of staff, ie. conduct, medication, reports, care plans.	
Able to write accurate reports and support plans/risk assessments.	
Able to communicate and liaise with service users, relatives and other professionals, on a day to day basis	
Domestic skills - prepare and cook simple meals, cleaning, shopping, etc.	
Demonstrate a positive attitude to service user rights, choice and dignity	
Able to understand departmental financial procedures and put into practice	
Ability to assess service user needs and record and maintain records and monitor accordingly.	
Numeracy skills for cash handling and recording.	
Able to supervise staff and students.	
Able to work as part of a management team, using your initiative and respond flexibly to the needs of service users.	
Able to make informed decisions	
Able to notify 'at risk' situations	
Ability to work with and in a group	
Able to participate in, and when required to chair, staff meetings	

Able to participate in, and organise, activities.
Able to accept the need for training and put learning into practice
Able to appropriately manage service users who display behaviour that sometimes challenges the service.
Able to work at times identified by service user need.
Able to demonstrate a positive attitude to equality of service/opportunity and demonstrate putting it into practice.
Experience
Experience in delivering support in a Social Care or equivalent setting
Qualifications
Have a Diploma Level 2 in Health and Social Care or Equivalent
Ability to undertake Diploma level 3 promoting independence or supervisory 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).

Date Created	July 2023	Date Reviewed	24/07/24
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