

Job Description and Person Specification

Support Assistant level 2 (Acting Duty Officer)

Job Details	
Grade	4
Service	Housing with Care
Location	Citywide
Job Evaluation Code	Y5393D

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

Job Purpose

To provide duty officer cover when required in the absence of a Senior Support Assistant, working with staff on shift, deploying resources that meet the needs of tenants and short term placements in a person-centred way.

To provide a high standard of care and housing support to assist tenants in maintaining their independence and contribute to the prevention of unnecessary hospital admissions or entry into residential or nursing care.

Ensuring the service provided whilst on duty is compliant with CQC Key Lines of Enquiries.

Main Duties & Key Accountabilities

Ensure services are provided in accordance with Coventry City Council's Equality, Diversity and Inclusion policy and that all service users needs are considered in an individual and person-centred manner.

Support with covering the rota as the acting duty officer, identifying gaps and making arrangements for cover, dealing with telephone and face to face queries from professions, families, contractors and visitors to the building.

Update support plans and risk assessments as when needs change.

Inputting into day-to-day systems such as online care plans, incident reporting, rotas, sickness absence and annual leave management.

Support people who use our services with the ordering, receiving, safe storing and administration of medication in line with our medication guidance.

Act as a role model, delivering high quality care and working in line with best practice whilst monitoring the performance of staff and volunteers. Taking remedial action to address any performance that falls below the standard required including coaching and guiding staff on duty.

Participate in team meetings and contribute to the service and ASC plan and agreed action plans.

Promote the independence of service users and facilitate activities that enable them to maintain or increase their independence and fitness within a supportive environment and makes best use of community facilities.

Ensure service user rights are upheld at all times, maximise the choices available to them and ensure you apply a person-centred approach that keeps them at the heart of any decision-making processes.

Promote social, leisure and learning opportunities for service users

Ensure that complaints and comments are professionally responded to and in line with Coventry City Council's policies and procedures

Ensure compliance with Health and Safety regulations and risk assessments are completed to provide a safe and effective service.

Ensure that local and corporate policies and procedures are adhered to at all times

Work in partnership with housing providers and other agencies such as primary and acute health care providers to continually improve the health and quality of life outcomes of people who use our services.

Support and work with the carers/relatives and friends of people who use our services in meeting their needs in a person-centred way.

Undertake training and acquire appropriate qualifications, as required by relevant registering bodies and by the City Council

Assist people who use our services in accessing activities both inside and outside of the accommodation, according to their needs and wishes.

Assist people who use our services with tasks identified in the support plans including personal care, along with any other task within the scope of housing related support.

All care and support provided on both a planned or unplanned basis is delivered in a dignified and safe manner including ensuring any dietary requirements are supported.

Assist management and people who use our services with the arrangement of property maintenance in order to maintain the upkeep of the building.

Assist people who use our services with the day-to-day management of maintain their tenancy, including security, safety and compliance with the tenancy agreement or short-term placement agreement.

Providing reports on people who use our services.

Core Knowledge

- Any other duties and responsibilities within the range of the salary grade.

Key Relationships

External:	Housing Landlords Benefits agencies District Nurses/health professionals	Internal:	Internally provided services Human Resources Social work teams OT's/Physios Finance
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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

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Person Specification	
Requirements	
Knowledge	<ul style="list-style-type: none"> • An insight into the holistic needs of people we support • Understanding of person-centred care, including the principles of Promoting independence and Re-ablement • Equality, Diversity and Inclusion • Health and Safety legislation and day to day best practice
Skills And Ability	<ul style="list-style-type: none"> • Able to demonstrate a positive can to attitude to the provision of quality services • Organisation skills in managing a shift and ensuring that allocated tasks are undertaken, both planned and unplanned • Able to support and train staff on shift that are new or under performing and identify training needs. • Is confident and able to make informed decision and use own initiative. • Provide person care and support to a high standard acting as a role model for staff • Ability to communicate effectively both orally and in writing, understanding the importance of nonverbal communication • Is confident and able to promote and uphold the rights of people who use our services • Basic domestic skills, cleaning, preparing meals etc • Able to identify and respond to 'at risk' situations e.g. health and safety breaches, behaviours that challenge • Able to follow management and operational instructions • To put any learning into practice.
Experience	<ul style="list-style-type: none"> • Providing services to vulnerable people: or • Working in a social care setting: or • Being or have been in a caring/supporting role • Experience of organising and managing a team of staff on an informal or formal basis
Qualification	<ul style="list-style-type: none"> • Have or willing to achieve Diploma level 3 within 2 years
Special Requirements	<ul style="list-style-type: none"> • This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A criminal records check will be required under Disclosure and Barring Service (DBS)

Declaration			
Reviewed/Created By:			
Job Title:		Date:	March 2025

