

Job Description and Person Specification

Senior Support Assistant

Job Details	
Grade	5
Service	Adult Social Care
Location	Housing with Care City wide
Job Evaluation Code	Y5015D

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
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

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.

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.

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.

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.

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

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.

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.

Provide direct personal care and support to service users, including physical assistance, as required, to ensure the maximum well being of each individual tenant.

To ensure good safeguarding practise within the unit, through the application of policies and procedures.

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.

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.

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, directorate 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 Tenants.

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...

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.

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.

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

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

Support Assistants and Cooks and or Food Service Assistants and or Laundry Domestic Assistants

Person Specification	
Requirements	
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 Ability	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
Qualification	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 exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.
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Declaration			
Reviewed/Created By:	Suzanne Horner		
Job Title:	Community Resource Manager	Date:	May 2025