

# Job Description and Person Specification

Role: Senior Night Support Assistant



# Job Description

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|----------------------------|-------------------------------------|
| <b>Job Title</b>           | Senior Night Support Assistant      |
| <b>Grade</b>               | Grade 5 plus<br>33% Night Rate      |
| <b>Service</b>             | Internal Provider Services – Adults |
| <b>Reports to</b>          | Assistant Manager                   |
| <b>Location</b>            | Eric Williams House                 |
| <b>Job Evaluation Code</b> | Y5371D                              |



# 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**

To provide shift leadership at night.

To provide care and support to a group of service users at night in accordance with agreed service delivery and support plans.

To provide night-time security

## **Main Duties & Key Accountabilities**

### **Core Knowledge**

Ensure services are provided in accordance with Coventry City Council's Equal Opportunities Policy and that all service users' needs are considered on an individual basis.

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.

Promote the independence of service users and facilitate activities that increase and maintain independence within a supportive environment including the use of local community facilities.

Ensure service users' rights are always upheld, maximise the choices available to service users and actively involve service users in decision-making about all aspects of the service they receive.

Promote social, leisure and learning opportunities for service users.

Ensure that high quality practice and services are always provided and that all complaints/comments are properly responded to following 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, 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.

Support and work with the carers/relatives/friends of service users in meeting the needs of individual service users and ensure the service is part of the local community and that the community is involved in the daily provision of the service.

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

Act as shift leader and take responsibility for the well-being, security and health and safety of service users, staff, and the premises at night, contacting emergency services or the senior management on call if necessary. This will involve maintaining a wakeful watch throughout the night and regular tours of the premises.

Provide personal care and support to service users, living with dementia, throughout the night in accordance with their needs and agreed service delivery plans and housing support plans.

Participate in the supervision, training, and development of Night Support Assistants

Participate in providing reports on individuals or groups of service users.

Participate in the cleaning of those areas of the building designated by the Manager and undertake laundry and maintenance of laundry items as directed.

Be in attendance and aid GPs, other professionals and relatives when visiting a service user.

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

## Key relationships

| External   | Internal   |
|--|--|
| NHS professional<br>Emergency services<br>Contractors<br>CQC | Internal Provider Services – Adults<br>Commissioning<br>Adult Social Care<br>Health and Safety Team<br>ESU |

## 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:

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| <p><b>Staff managed by postholder:</b></p> <p>A small team of Support Workers</p> |
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## Person specification

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| <b>Job Evaluation Code</b>   | Y5371D |
| <b>Knowledge</b>   |        |
| An insight into the needs of older people, e.g. physical, social and emotional.                            |        |
| Equal opportunities.   |        |
| The types of intervention that promote independence.   |        |
| The philosophy of Residential Dementia Care Services.  |        |
|  |        |
| <b>Skills and Abilities</b>  |        |
| Able to demonstrate a positive attitude to quality of service and opportunity by putting it into practice. |        |
| Ability to support people in taking medication.  |        |
| Basic domestic skills, e.g. cleaning and preparing simple snacks.  |        |
| Able to demonstrate a positive attitude towards clients' rights and individuality.                         |        |
| Ability to provide personal care.  |        |
| Organisational skills in managing a shift and ensuring designated tasks are undertaken.                    |        |
| Ability to manage self and others.   |        |
| Ability to communicate verbally and write short accurate reports.  |        |
| Able to make informed decisions and use initiative.  |        |
| Able to accept the need for training and to be able to put theory into practice.                           |        |
| Able to contribute to the management of the unit.  |        |
| Able to coach, guide, and act as a model of good practice.   |        |
| Able to administer first aid.  |        |
| Able to supervise others.  |        |

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| Able to recognise “at risk” situations, eg. health and safety and deal with appropriately.   |
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| <b>Experience</b>  |
| Two years' experience in delivering support in a social care or equivalent setting   |
| Acting as Duty Officer.  |
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| <b>Qualifications</b>  |
| NVQ level 2 in care as a minimum or equivalent,  |
| Ability to undertake NVQ level 3 promoting in dependence or supervisory within an agree time scale,  |
| First Aid certificate.   |
| <b>Special Requirements</b>  |
| 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). |

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| <b>Date Created</b> | April 2023 | <b>Date Reviewed</b> |  |
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