**Job Description**

# Section A: Job Profile

*The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.*

## Job Details

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| Job Title: | Senior Support Worker |
| Salary: | £29,065 – 31,022 |
| Grade: | G7 |
| Hours: | 37 |
| Team: | Community Partnership Team |
| Service Area: | Adult Social Care |
| Primary Location: | Across Partner Building’s Countywide |
| Budget responsibility: | None |
| Responsible to: | None |
| Responsible for: | None |
| Political Restricted Post: | N/A |

## Job Purpose

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| The Social and Community Services vision is to support and promote strong communities so  that people live their lives as successfully, independently and safely as possible. We believe  that people themselves, regardless of age or ability, are best placed to determine the help  they need.  **Staff working in Adult Social Care in Oxfordshire will:**  • provide a proactive personalised approach to the delivery of care;  • respond to people’s needs in a timely manner;  • focus on improving people’s well-being;  • promote and support people to be responsible for their independence;  • give people greater choice and control over the care that they receive;  • take account of people’s risks and safety at all times;  • support people to achieve the outcomes that are most important to them using all  available resources and taking responsibility for the public purse;  • work in accordance with our Organizational Values and Behaviours. Our organisational values  and behaviours | Oxfordshire County Council Intranet  **This will be achieved by:**  • innovation and creativity in meeting needs;  • a commitment to service development;  • partnership working with individuals, other professionals, and wider local networks to  deliver an effective and affordable service;  • outcome focused working to identify opportunities to meet needs, demands and  achieve aspirations;  • taking ownership and doing all we can to effect positive change;  • flexible working to meet the varying demands across the different teams;  • promoting and supporting people in identifying, and managing their own risks;  • preventing the need for ongoing care.  **Our guiding principles**  We:  • put people and their experience at the centre of what we do;  • work as one team, taking ownership for your work, respecting your time and that of others, only  involving colleagues if necessary  • build social value in our work;  • work with individuals, their families, partner agencies and communities to improve and inform  services;  • share information with the person about their care;  • see our contribution in the context of the overall services;  • have internal debate and external unity;  • are open to new ideas, seek and act on feedback and have a continuous improvement and  learning culture;  • make the best use of available resources;  • make evidence based decisions and support others to do the same.  **MAIN PURPOSE(S) OF THE JOB:**  Ensure that in responding to peoples identified needs, that all options including the use of informal support networks and community resources are explored to meet identified support needs of the individual.  To deputise for the Community Partnerships Worker in their absence and have responsibility for organising the operation of the support whilst working in a person-centred and flexible way to support people attending the service in fulfilling their chosen lifestyles.  To contribute to the planning and development of services at various locations ensuring that people are included and supported to participate in those processes and to actively encourage the inclusion and participation of people in their local networks.  The post holder will be responsible for ensuring that they work within departmental policies, procedures and guidelines including but not limited to Data Protection Act, confidentiality and information sharing protocols, Oxfordshire multi agency safeguarding procedures, and that these are adhered to and concerns raised in accordance with these polices. |
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## Job Responsibilities

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| **Roles and Responsibilities:**   1. **To ensure statutory requirements are met**  * Undertake delegated tasks from the Community Partnerships Worker which may include facilitating day- to- day staff practice within the team, responsibility for health and safety, risk assessment processes, medication administration and accountability for handling money within the day service. * Ensure that all individuals are fully involved with their person-centred planning and that their plan is developed and shared with the person and their support network. * Support the team with all their duties at the service including personal and healthcare provision. * Utilize and maximize the local community resources working in partnership with other providers, groups, organisations to get the best outcomes for the people we support. * Support people who have a diagnosis of Autism and develop an environment and support approach that meets the needs of people. * Support and empower people attending the service to have choice and control of their lives within a risk management framework which is regularly monitored and reviewed. * Support individuals or groups to identify, prepare and plan various activities including sport, leisure, recreation, cooking and college courses. * Support Intensive Interaction and any other Inclusive Communication methods identified locally with the service and the persons network. * Relate to people in a manner that is sensitive to their age, disability, gender and cultural origin. * Undertake transport and driving responsibilities for home to service means and also for community activities. * Deliver support in a strengths-based way and in accordance with the standards set out in the council "Customer Service Codes of Practice" and individual ‘Service Level Agreements’.      1. **To work within safeguarding policies and procedures**  * Evidence an understanding of the need to safeguard and promote the well-being of vulnerable adults and adhere to policies and procedures as necessary. * To identify where a ‘Safeguarding Alert’ needs to be raised, ensuring a timely escalation of these concerns.  1. **To promote health and wellbeing through integration and links with local community including voluntary community partners**  * To develop and maintain a knowledge of local resources. * To maximize the use of community resources in helping individuals to meet their identified outcomes. * To support the Community Partnerships Worker to work collaboratively with teams and services both within and outside of Oxfordshire County Council to ensure a coordinated and effective service is provided to the individual. * To support the Community Partnerships Worker to promote and engage in cross/multi agency working, ensuring strong working relationships are in place with partner agencies.  1. **Professional development and working in best practice.**  * To take ownership of own professional development, attending training, workshops, courses and meetings. * To share learning and expertise across the organisation. * Work at any location in the Community Support Service area where there is a business need. * To attend, participate and periodically lead team discussions and development. * To act as a champion in an area of expertise / special interest. * To attend and utilize supervision and appraisal to identify opportunities for development and new ways of working.  1. **Service Development**  * To contribute to the development of the service i.e. by communicating new ideas, through means such as briefings, completion of council surveys, and team meetings. * To support the Community Partnerships Worker to take opportunities to network and build professional relationships with organisations, agencies and stakeholders to improve and promote joint working and effective service delivery.  1. **Performance**  * Support the delivery of team and individual performance targets. * Support individuals to use Oxfordshire County Council's Comments and Complaints policy when necessary.  1. **Equal Opportunities / Diversity**   Oxfordshire County Council is committed to an Equal Opportunities Policy, which affirms that all staff should be afforded equality of treatment and opportunity in employment irrespective of sex, sexuality, age, marital status, ethnic origin or disability. All staff are required to observe this policy in their behaviour to other employees and individuals they work with.   1. **Health and Safety**   It is the responsibility of every employee to co-operate with their employer to ensure the effective discharge of health and safety responsibilities. As an employee supporting/caring for service users you are expected to:   * Undertake health & safety training as directed by line manager and be part of and promote a positive and pro-active health and safety culture and undertake all necessary health and safety training. * Ensure you are familiar and comply with the Council’s health and safety policies and procedures. * Ensure risk assessments in accordance with Council procedures are undertaken to reduce risks to a level that is as low as is reasonably practicable. This must consider hazards to employees, clients and others who use our services; Individual risk assessments should be completed with full contribution from the individual involved. * Follow all appropriate safety instructions and use safety equipment provided. * Effectively and accurately record all relevant information regarding the individual and support individuals to keep Whole Support files and activity records up to date. * Support individuals with their medication after appropriate training and assessment according to policy and procedures and ensure that all policies and procedures are followed by staff members. * Ensure any practice which may threaten the health, safety and well-being of service users is brought to the attention of management. * Ensure safety events (accidents, incidents and near misses) are reported with a view to preventing a recurrence.   **9. OCC Values**  Values  Oxfordshire County Council has a set of values which we expect to see reflected in you and your work:  Always Learning   * take responsibility for my own learning * be curious * constantly look for new ways of doing things and better * actively ask for and be open to feedback * reflect on my performance and be open to change and learning   Be Kind and Care   * be kind, compassionate and empathetic * recognise, thank and praise others * take responsibility for maintaining my mental health and physical well-being and that of others * support others as they need to be supported * take time to connect with people and have some fun together   Equality and Integrity   * actively listen to others and with an open mind * value difference in others, putting myself in their shoes * make my words and actions inclusive * be open and honest * take action to reduce inequality and embrace diversity and inclusion   Take Responsibility   * take responsibility for finding a solution and for my own actions * always make an effort to go above and beyond…. ‘can do and will do’ * see things through to the end * strive to positively impact our communities in all that I do, and recognise my duty to take care of our resources, financial or otherwise * take steps to minimise my and others’ impact on the environment whenever I can   Daring to do it Differently   * take the initiative, not waiting for others * regularly ask ‘what can I do even better, to help myself and others’ * speak up and challenge upwards * take a risk and make a suggestion * actively seek to collaborate with others for the best outcomes   **The nature of this post will require flexibility to meet service needs as they arise which may include some work outside normal office hours including responses to emergencies.**  **The job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied after discussion, subject to the needs of the service and in keeping with the general profile of the post.**  **The post holder will be based in an agreed service location within Oxfordshire's Community Support Service with flexibility needed to move between the service locations should the needs of the service require this.**  **From time to time you may be asked to work at a different base to cover operational needs.**  **Oxfordshire County Council is re-organising office accommodation across the county, and the location of this post may change. The successful applicant for this position will be kept informed by his/her line manager of any proposed change in location.** |

# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

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| **Factors**  ***Essential/Desirable*** | **Criteria** |
| 1. **Educational achievements, Qualifications and Training** | |
| Essential  Desirable | * Good literacy, numeracy and IT skills * Able to attend training events and be responsible for personal development * Experience of taking on additional responsibility on an adhoc basis from management      * NVQ, QCF, Care Certificate or equivalent * Makaton, Intensive Interaction |
| 1. **Experience, Knowledge, Understanding and Skills** | |
| Essential | * Experience of working with people with a learning disability and/or Autism, physical disabilities or ageing health needs or in another relevant social care setting * Record keeping * Ability to help people make choices |
| Desirable | * Leading and motivating stakeholders * Experience of working (paid or voluntary) in a care related field e.g. social care, health * An understanding of the role & value of carers * Understanding of confidentiality and information sharing protocols |
| 1. **Job related attributes & skills** | |
| Essential | * Understanding of and commitment to Health & Safety * Positively communicate with people using the service, carers, colleagues and partners * Understanding of person centred planning and individual support * Actively asks for and takes into account other people’s views and opinions. * Able to work well as part of a team and on own initiative. * Manages workload effectively to ensure that targets and deadlines are met. * Stays calm under pressure. * Accepts and responds to constructive feedback. * Identifies and takes up opportunities for self-development. * Acts with integrity, honesty and impartiality. * Contributes to the development of the service. * Manages work effectively to ensure that targets and deadlines are met. * Ability to operate in a climate of change and to embrace new ways of thinking and working. * Highly organised with a solution focused, logical and innovative approach to challenges * Take delegated responsibility from management to support the team to deliver against service plans. * Store, administer and accurately record medication according to policy and procedures * Be accountable for handling monies within the service |
| 1. **Strategic Awareness** | |
| Desirable | * Awareness of and ability to articulate the broad organisational goals and outcomes. |
| 1. **Equal Opportunities** | |
| Essential | * Commitment to and understanding of the principles of Equal Opportunities for all in employment and the delivery of services. * Acknowledges respects and responds to individual differences and diversity requirements. |
| 1. **Special Requirements** | |
| Essential | * Satisfactory Disclosure and Barring Service (DBS) check. * Driving Licence holders will be required to transport individuals within the community. * Ability to travel to and access a variety of premises including people’s homes. * Commitment to inter-agency working. * Non smoker at work in accordance with OCC policy * Flexibility in working arrangements/hours to meet operational requirements requirements including responding to emergencies. * Ability to move and handle equipment and people. |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

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|  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List |  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
|  | Enhanced Disclosure and Barring Service check with Children’s Barred List |  | Enhanced Disclosure and Barring Service check with Adults Barred List |
|  | Standard Disclosure and Barring Service check |  | Basic Disclosure |
|  | Disqualification for Caring for Children (Education) |  | Overseas Criminal Record Checks |
|  | Prohibition from Teaching |  | Professional Registration |
|  | Non police personnel vetting |  | Disqualification from Caring |

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|  | Other (please specify): |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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|  | Provision of personal care on a regular basis |  | Driving HGV or LGV for work |
|  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects |  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
|  | Working at height/ using ladders on a regular/ repetitive basis |  | Restricted postural change – prolonged sitting |
|  | Lone working on a regular basis |  | Restricted postural change – prolonged standing |
|  | Night work |  | Regular/repetitive bending/ squatting/ kneeling/crouching |
|  | Rotating shift work |  | Manual cleaning/ domestic duties |
|  | Working on/ or near a road |  | Regular work outdoors |
|  | Significant use of computers (display screen equipment) |  | Work with vulnerable children or vulnerable adults |
|  | Undertaking repetitive tasks |  | Working with challenging behaviours |
|  | Continual telephone use (call centres) |  | Regular work with skin irritants/ allergens |
|  | Work requiring hearing protection (exposure to noise above action levels) |  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
|  | Work requiring respirators or masks |  | Work with vibrating tools/ machinery |
|  | Work involving food handling |  | Work with waste, refuse |
|  | Potential exposure to blood or bodily fluids |  | Face-to-face contact with members of the public |

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|  | Other (please specify): |

April 2022