

# ACCORD HOUSING ASSOCIATION LIMITED

## CARE AND SUPPORT

### Senior Care and Support Worker

#### Job description

**Responsible to** Scheme Manager

**Hours:** Full/part time as specified, including shift working, including some weekends and Bank Holidays.

#### Statement of Service Purpose

##### Extra Care

To support older adults with physical disabilities, long term health conditions, dementia and mental health conditions to continue to lead active, independent and fulfilled lives in line with the scheme objectives and service user statement

##### Key Responsibilities

Work as part of a team and support the Registered Manager to deliver care and support services that promotes choice and independence, which actively engaging service users in making decisions about their life.

Support the Registered Manager to supervise and manage the team to deliver quality service outcomes for service users, including acting as a key worker, developing and managing care plans and working with service users on a day to day basis

##### Promote Independence

Facilitate and support service users in decision making; promoting choice and independence.

Support service users in: -

- personal washing, cooking, cleaning;
- the management of personal finances,
- planning and enabling service users to access leisure and educational activities, voluntary and work opportunities, holidays and outings.
- accompanying users on activities and holidays
- accessing medical care and therapies, supporting service users to advocate their own wishes
- administer medication in accordance with policy and procedure, ensuring medical emergencies are dealt with appropriately
- maintaining and developing contacts with friends and family within the wider community
- complying with the terms of their tenancy and any house rules

- Ensure that service user's individual needs are met through effective care and support planning and review.
- Act as keyworker to identified service users, taking on responsibility for specific area of care and support.
- Ensure that service user's personal property and clothing is maintained to a high standard reporting any issues to senior staff.

### **Service user participation**

Promote service user empowerment; working with service users to develop appropriate methods and techniques to enable service users to express their views and inform decisions in respect of: -

- care and support plans
- complaints and concerns
- how services are delivered and managed,
- the maintenance and repair of the buildings and equipment
- house activities and community engagement
- the appointment of staff.

### **Managing and developing services**

- Support the Registered Manager in developing activities and services to meet identified needs that will support individual/community well being and individual and cultural identity.
- Lead the team and work with colleagues to deliver activities and services for service users

### **Supervising and developing the team**

- Work with and support the Registered Manager to lead and manage the team.
- Support the Registered Manager to take action to manage issues of conduct or capability, including formal disciplinary investigations/action, and to resolve issues of grievance in accordance with policies and procedures.
- Contribute positively to working in a team, participating in and service delivery reviews and service user meetings
- Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.
- Work with colleagues and service users to share in the domestic tasks that support the overall running of the service including; shopping, preparing meals, maintaining environmental hygiene, undertaking cleaning.

### **Working with others**

- Work positively and proactively with the Care and Support Team and with Accord colleagues, participating in Group wide events and training.
- Develop positive working relationships with health and social care professionals to support the delivery and development of quality services that meet identified needs of service users.
- Act in a professional manner while on duty and when representing Accord.

### **Financial management and control**

- Support the Registered Manager to manage services established budgets and contribute to develop the development of Accord's extra care strategy

### **Record keeping, data management**

- Ensure that accurate and up to date service user, financial and other relevant service records.
- Ensure service user files, reports care/support plans and other written documents are accurately completed and understandable
- Ensure that confidentiality of records and information relating to service users and staff is maintained in accordance with Accord's Confidentiality Policy

### **Health and Safety**

- Minimise risk to service users, self, the team and others by undertaking formal risk assessments and maintaining accurate records.
- Ensure the safety and security of the building, including visitors while on duty.
- Comply with all health and safety legislation in respect of food hygiene, lifting and handling, the handling and storage of medication, cleaning and chemical storage

### **Quality and regulatory compliance**

- Working with the Registered Manager ensure that targets and standards set for service delivery are regularly monitored, taking action to improve service quality where targets/standards are not achieved.
- Ensure repairs are reported promptly and work completed within appropriate timescales, ensuring the continued provision of good quality housing, equipment, fixtures, furnishings and fittings.
- Abide by Accord policies, procedures and guidelines, ensuring compliance with relevant legislation and care standards, including the Care Quality Commission and General Social Care Standards Council

# Person Specification

## Experience

- 2 years experience of working with older adults within a care setting
- Experience of supervising staff
- Experience of working in support role to promote independence
- Experience of working in partnership with other agencies
- Ability to undertake personal care

## Knowledge

- Working knowledge National Care Standards Act 2000, Valuing People and Adult Protection and the role of Care Quality Commission (CQC)
- Understanding of Person Centred Planning.
- Managing health and safety, monitoring and reviewing risk assessments

## Key competencies

### Communication

- Able to demonstrate good verbal and non verbal communication skills
- Ability to use a range of techniques to communicate effectively with service users
- Ability to write letters and reports and to maintain accurate records

### Working with others

- Ability to work proactively within the community to build relationships with work colleagues, voluntary and statutory agencies, service users and their families and to build trust and confidence

### Leading and managing the team

- Able to work on own initiative be proactive, juggle competing demands and problem solve
- Able to lead the team by example undertaking team tasks and 'mucking in'
- Able to undertake staff supervision, induction, training and appraisal

### Education and training

- NVQ Level 3 or willingness to work toward qualification
- Good general standard of education

**Specialist skills**

- Moving & Handling
- Specialist mobility aids and equipment
- Basic Food Hygiene
- Medication

**Other**

- Able to work flexibly including evenings and weekends
- Demonstrable interest and enthusiasm for working with people in extra care