

# Senior Support Facilitator

GRADE 7

## **Our Vision**

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy.

## **Our Outcomes**

Everyone in Staffordshire will:

- Have access to more good jobs and share the benefit of economic growth
- Be healthier and more independent for longer
- Feel safer, happier, and more supported in their community

## **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

## **About the Service**

Staffordshire County Council are a provider of regulated and non-regulated social care services for adults with a learning disability and autism. Known internally as 'Provider Services' we specialise in supporting adults with complex needs, profound and multiple learning disabilities and behaviours that challenge. Our mission is to provide opportunities and choice so that individuals can thrive, and our vision is to be leaders in creating a future where people with complex needs can thrive.

Provider Services are a CQC regulated provider with services including residential care homes, bed-based respite, supported living and home care. In addition, Provider Services offer centre-based and community-based support to provide the people we support with opportunities for meaningful activities so they can live their best life.

All posts within these services are subject to an enhanced DBS check.

### **Reporting Relationships**

**Responsible to: Care Coordinator**

**Responsible for: Support Facilitator(s)**

As a Senior Support Facilitator, you will provide an excellent level of care and support in a range of settings to enable the people we support to have a comfortable and dignified life where they are empowered to achieve their ambitions. As the most senior person on duty, you will be responsible for resolving problems and ensuring the smooth running of the service.

### **Key Accountabilities:**

This job description provides an indication of the main duties involved in supporting individuals across our settings but is not intended to be an exhaustive list of tasks and duties which will ultimately be determined by the requirements of the service.

### **Person-Centred Care**

- Positively involve and empower people with learning disabilities in line with a person-centered approach, and create an atmosphere which supports individuals to thrive, where people's independence is promoted, and the voice of the individual is heard.
- Act as a Link Worker to deliver excellent person-centred support in an innovative, flexible, and responsive strengths-based manner to maintain overall health and wellbeing, being ambitious and empowering in promoting and maximising independence, including positive risk taking.
- Contribute to the on-going assessment, development, and review of person-centered support plans to people who use the services, including implementing agreed elements of plans.

- Attend to individual's care needs in line with their support plan and objectives, always respecting their dignity and privacy.
- Oversee medication administration and be responsible for safe handling of medications, in accordance with policies and procedures.
- Communicate and interact effectively with individuals, carers, colleagues, and others creating positive relationships and supporting individuals to stay in touch with family, friends, and the community.

### **People Management**

- Support the induction of new staff members and ongoing training, development, supervision, and performance of relevant staff within your service area to ensure achievement of care standards.
- Be responsible for the creation and management of rotas.

### **Flexibility and Innovation**

- Relate to and work with people with learning disabilities and complex needs, including behaviour that challenges and complex health needs, being able to respond flexibly/effectively to changing needs including being creative in supporting individuals to thrive and maximising opportunities to sustain a positive genuine community presence.
- Suggest improvements, assist and be proactive in the development of projects, solutions and activities undertaken by the service.

### **Meeting Standards**

- Adhere to the requirements of Health and Safety legislation and departmental policy, including risk assessments, ensuring the environment, vehicles, and any equipment is in good working order. Follow infection prevention control procedures, including the correct use of PPE as required.
- Implement premise management and fire safety policies and procedures
- Comply and work within current procedures in relation to safeguarding, liberty protection safeguards, the Mental Capacity Act and The Care Act 2014.
- Accurately complete digital and paper record keeping related to support delivery, asset maintenance and checks, and finances and se use

technology and systems effectively to manage the shift and report as required.

- Undertake audits, record outcomes and report results effectively.

### **Other Duties**

- As the most senior person on duty, be responsible for the smooth running of the service.
- Undertake light domestic duties which may include, but is not limited to laundry, cleaning, cooking, food preparation and ironing.
- May be required to drive and maintain Staffordshire County Council or private vehicles for work purposes.
- To undertake any other duties and responsibilities commensurate with the grading of the post to ensure the needs of individuals and the service are met.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.




The content of this Job Description and Person Specification will be reviewed on a regular basis.

## Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	<b>Qualifications</b> <ul style="list-style-type: none"> <li>NVQ Level 2 in a relevant discipline(s)</li> </ul>	A/I
	<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>Experience of working in a team</li> <li>At least two years' experience in a direct support role through either work or life experience.</li> <li>Experience of administering medication</li> <li>A basic understanding of the legislative and regulatory framework affecting vulnerable adults, including The Care Act (2014) Safeguarding, Liberty Protection Safeguards, Mental Capacity Act, and the regulatory requirements of the CQC (as applicable to the service).</li> <li>Knowledge of risk management and positive risk taking</li> </ul>	A/I
	<b>Skills and Abilities</b> <ul style="list-style-type: none"> <li>Demonstrable commitment to the values and ethos of Provider Services and own continuous professional development</li> <li>Enthusiastic about working with people with learning disabilities and autism and strong commitment to our values</li> <li>Effective interpersonal and communication skills: listening, verbal, written and pictorial communication skills</li> <li>Physically able to assist with personal care and support needs, which will include moving and handling, the ability to support people who use a wheelchair in the community, and the ability to support with behavioural needs.</li> <li>Able to manage and support staff whilst actively engaged in care and support activities.</li> <li>Ability to remain calm in challenging situations</li> <li>Sound judgement and the ability to resolve day-to-day problems, emergencies, and issues without access to more senior staff.</li> <li>Able to adapt and respond positively to change</li> </ul>	A/I/T

	<ul style="list-style-type: none"> <li>• Demonstrate the ability to manage potential and actual aggression in a sensitive way which reflects the changing needs of the users and the service.</li> <li>• Ability to travel to cover work as allocated</li> <li>• Able to be caring, sensitive and patient while supporting people to be as independent as possible.</li> <li>• A positive outlook on life</li> <li>• Literacy and numeracy skills</li> <li>• Able to work unsupervised and as part of a multi-disciplinary team</li> <li>• Able to prioritise tasks and work within time restraints</li> <li>• Information and communication technology skills</li> </ul> <p>This post is designated as a casual car user.</p> <p>The postholder will be expected to work flexibly across the week according to business need, undertaking a range of shifts that may include weekend, and bank holiday working and days, evenings, split shifts, waking night shifts and sleep in duties. Rotas are subject to change depending on business need.</p> <p>The postholder will be expected to work flexibly across Provider Services, including different care settings, delivery approaches, and locations across the county, as required.</p>	
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the **Disability Confidence Symbol**, which is a recognition given to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting the

**Recruitment Team on 01905 947446**