

# Support Facilitator (Home Care)

Grade 6

## **Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

## **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

## **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, flourish, and contribute to our ambitious plans. Our values are at the heart of 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 the people of Staffordshire
- 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. Known internally as 'Provider Services', our mission is to promote opportunities, independence, and choice so that individuals can thrive, and our vision is to be leaders in providing innovative and inspirational care and support.

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

All posts within these services are subject to an enhanced DBS check and will require a pre-employment health assessment as part of the onboarding process.

### **Reporting Relationships**

**Responsible to:** Care Coordinator

**Responsible for:** NA

As a Support Facilitator you will provide 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.

### **Key Accountabilities:**

This job description provides an indication of the main duties involved in supporting individuals in their own homes 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**

- Attend to individual's care needs in line with their support plan and reablement outcomes, always respecting their dignity and privacy and maximising opportunities for independence and wellbeing.
- 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, delivery, and review of person-centered care and support for people who use the service, including implementing support plans and risk assessments.
- Administer medication in line with policy, risk assessments, and person-centred protocols.

### **Flexibility and Innovation**

- Respond flexibly and effectively to an individual's changing 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.
- Suggest improvements and be proactively involved 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. Follow infection prevention control procedures, including the correct use of PPE as required.
- Comply and work within current procedures in relation to safeguarding, liberty protection safeguards, the Mental Capacity Act and The Care Act 2014, and other appropriate regulations e.g., CQC.
- Accurately complete digital and paper record keeping, utilising digital systems or solutions in the first instance.

### **Other Duties**

- Undertake light domestic duties which may include, but are not limited to, laundry, cleaning, cooking, food preparation and ironing.
- Physical elements of the post will involve manual handling including use of equipment, and the provision of personal care.
- 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>• Care Certificate or demonstrable ability to complete NVQ level 2</li> <li>• Driver's license</li> </ul>	A/I
	<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>• Experience of working in a team</li> <li>• Understanding of privacy and confidentiality legislation</li> <li>• Practical knowledge of health and safety at work</li> </ul>	A/I
	<b>Skills</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 care and support needs</li> <li>• Able to work effectively with others to achieve support plans</li> <li>• Effective verbal and written communication skills</li> <li>• Ability to remain calm in challenging situations</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>• Able to adapt and respond positively to change</li> <li>• Willing and physically able to support people with personal and intimate care needs</li> <li>• Effective interpersonal skills, including the ability to relate positively to the people we support</li> <li>• Literacy and numeracy skills</li> <li>• Physically able to undertake manual handling tasks</li> <li>• Able to work unsupervised and as part of a multidisciplinary team</li> <li>• Able to prioritise tasks and work within time restraints</li> </ul>	A/I/T

	<ul style="list-style-type: none"> <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, and split shifts. 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>	
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\*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 by Job centre plus 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 **Talent & Resourcing Team on 01785 278300**