

Senior Support Facilitator (Home Care)

GRADE 8

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. Known internally as 'Provider Services', 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, 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.

Reporting Relationships

Responsible to: Care Coordinator

Responsible for: NA

As a Senior Support Facilitator, you will provide an excellent level of care and support in home settings, to enable the people we support to have a comfortable and dignified life where they are empowered to achieve their ambitions. As a senior member of the team, you will contribute to 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 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

- Deliver excellent person-centred care and support of people, including those with complex needs. Carry out assessments on the first referral visit, prepare care plans, risk assess the home and person, assign tasks and equipment as required, and carry out the reviews on a regular basis.
- Work closely with the Occupational Therapist and other members of the multi-disciplinary team in assessing and reviewing people with reablement, equipment and technology to maximise their independence.
- Positively involve and empower people 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.
- Include of safe handling of medications in care plans and reviews, for administration of medicines by Support Facilitators in accordance with policies and procedures and escalate adjustments or concerns.

- 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 to ensure achievement of care standards.
- As a senior member of the team, contribute to resolving problems and ensure the smooth running of the service.

Flexibility and Innovation

- Relate to and work with people, being able to respond flexibly/effectively to changing needs including being creative in supporting individuals to thrive and promoting independence and wellbeing.
- 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 and any equipment is in good working order. 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, and other (e.g., CQC) regulatory requirements.
- Accurately complete digital and paper record keeping related to support delivery, asset maintenance and checks, finances and use of technology and systems effectively, to manage the shift and report as required.
- Undertake audits, record outcomes and report results effectively.

Other Duties

- Undertake light domestic duties, as necessary, which may include, but is not limited to laundry, cleaning, cooking, food preparation and ironing.

- 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
	Qualifications <ul style="list-style-type: none"> NVQ Level 2, or Care Certificate in a relevant discipline(s) Driver's license 	A/I
	Knowledge and Experience <ul style="list-style-type: none"> Experience of working in a team experience in a direct support role through either work or life experience. Experience of administering medication 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 as applicable to the service. Knowledge of risk management and positive risk taking Knowledge of the principles of person-centred support, reablement, active support model and strengths-based approaches 	A/I
	Skills and Abilities <ul style="list-style-type: none"> Demonstrable commitment to the values and ethos of Provider Services and own continuous professional development Enthusiastic about working with people with care and support needs and a strong commitment to our values Effective interpersonal and communication skills: listening, verbal, written and pictorial communication skills 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. Able to manage and support staff independently whilst actively engaged in care and support activities. Ability to remain calm in challenging situations Sound judgement and the ability to resolve day-to-day problems, emergencies, and issues without access to more senior staff. Able to adapt and respond positively to change Demonstrate the ability to manage potential and actual aggression in a sensitive way which reflects the changing needs of the users and the service. Ability to travel to cover work as allocated 	A/I/T

	<ul style="list-style-type: none"> • Able to be caring, sensitive and patient while supporting people to be as independent as possible. • A positive outlook on life • Literacy and numeracy skills • Able to work unsupervised and as part of a multi-disciplinary team • Able to prioritise tasks and work within time restraints • Information and communication technology skills <p style="text-align: center;">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 will 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 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