

Senior Support Facilitator

GRADE 7

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 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, 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 and will require a pre-employment health assessment as part of the onboarding process.

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

- 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 for people who use the services, including maintaining and implementing support plans and risk assessments.
- Oversee medication administration and be responsible for safe handling of medications, in accordance with policies and procedures. Administer medication as required, including controlled drugs.

People Management

- Support the induction of new staff members and direct line management and supervision of designated staff on duty including staff

rotas, absence, training, and leave to ensure achievement of care standards.

- As the most senior person on duty, be responsible for the smooth running of the shift.

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 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, 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 and equipment management policies and procedures, including fire safety.
- 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, utilising digital systems or solutions in the first instance, using technology and systems to manage the shift and report as required.
- Undertake audits, record outcomes and report results effectively.

Other Duties

- 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
	Qualifications NVQ Level 2 in a relevant discipline(s)	A/I
	Knowledge and Experience - Experience of working in a team - At least two years' 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 of the CQC (as applicable to the service). - Knowledge of risk management and positive risk taking	A/I
	Skills and Abilities - Demonstrable commitment to the values and ethos of Provider Services and own continuous professional development - Enthusiastic about working with people with learning disabilities and autism - 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 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	A/I/T

	• 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 • 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 This post is designated as a casual car user. 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. The postholder will be expected to work flexibly across Provider Services, including different care settings, delivery approaches, and locations across the county, as required.	
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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 **Talent & Resourcing Team on 01785 278300**