

Support Facilitator

Grade 6

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.

Reporting Relationships

Responsible to: Senior Support Facilitator/Care Co-ordinator

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 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

- 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.

- As a Link Worker, contribute to the on-going assessment, development, delivery, and review of person-centered support for people who use the services, including implementing support plans and risk assessments.
- Attend to individual's care needs in line with their support plan and desired outcomes, always respecting their dignity and privacy and maximising opportunities to sustain a positive and genuine community presence.
- Administer medication in line with policy, risk assessments and person-centred protocols.

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.
- 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.
- 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.

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, physical intervention skills and active participation in person-centred activities, including in the community and supported holidays.
- 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.

Person Specification

Qualifications/Professional membership

- Level 2 adult social care certificate or demonstrable ability to complete

Knowledge and Experience

- Experience of working in a team
- Understanding of privacy and confidentiality legislation
- Practical knowledge of health and safety at work

Skills

- 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
- Able to work effectively with others to achieve support plans
- Effective verbal and written communication skills
- Ability to remain calm in challenging situations
- 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
- Able to adapt and respond positively to change
- Willing and physically able to support people with personal and intimate care needs
- Effective interpersonal skills, including the ability to relate positively to the people we support
- Literacy and numeracy skills
- Physically able to undertake manual handling tasks
- 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 content of this Job Description and Person Specification will be reviewed on a regular basis.

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.