



Purpose of the Role

You will work flexibly with teams, promoting people's independence and developing appropriate relationships with people we support and their families.

You will ensure that:

- we deliver a quality service to people we support, consistently and seamlessly.
- we meet the needs of people we support in line with their care plan and commissioned hours.
- services are compliant with the National Minimum Standards and Key Lines of Enquiry.

About the role

You are expected to be visible in services; this role is a mix of agile working and site-based working.

You will be flexible, when required:

- to work in areas across the borough
- for 7 day working including evenings, weekends and Bank Holidays and sleep-ins

You will be on a paid, "on-call" rota for some evenings, weekends and Bank Holidays.

You will have a satisfactory, enhanced DBS disclosure.

What do you need to apply for this role?

Essential

Qualification and Knowledge

- Satisfactory, enhanced disclosure under the Disclosure and Barring Service prior to appointment.
- Knowledge and understanding of people's social, physical and emotional needs.
- Awareness of Health and Safety issues.
- Level 3 in Health and Social Care or equivalent.

Experience

- Of support of a variety of adults with a learning disability in their life/home environment.
- Ability to demonstrate an understanding of the role of the operational support officer.

Skills and Abilities

- Understanding of the potential consequences that having a learning disability can have on people's lives.
- Ability to evidence how you have effectively responded in practice to these consequences.
- Ability to accurately record information as necessary.
- Ability to work independently and as part of a team with colleagues, families and other agencies.
- Commitment to improving quality of life for people and enabling them to achieve as much independence as possible.
- The ability to communicate effectively with people receiving support, colleagues, outside agencies and the public both verbally and in writing.

Values

- An example of how you have demonstrated one or more of our values at work.

Desirable

Qualification and Knowledge

- A professional qualification or NVQ 3 Promoting Independence / Health & Social Care.

Key Duties and Responsibilities

Operations

- Under the direction of the service manager, ensure services are delivered to people we support in a flexible, person-centred way following a strengths-based approach.
- Ensure the assessment and review of people's needs in order to inform the creation and review of an accurate support plan.
- Enable people we support to gain independence through creative delivery of services.
- Ensure the psychological, emotional, social and personal development of people we support, to enable them to live a valued life of their informed choice.
- Ensure staff assist people we support with daily life tasks such as personal care, food preparation and domestic tasks, enabling them to undertake these themselves, in line with support plans and risk assessments.
- Ensure we deliver support which enables people to effectively manage their household, including the security of the building and equipment, relationships with other neighbours, household finances and the management of communal areas including repairs and cleaning.
- Ensure staff assist people we support with the use of aids and personal equipment and ensure referrals for additional equipment are made as required, including ensuring that relevant checks are completed.
- Ensure staff encourage people to contribute to the development of their own support plan.
- Ensure any changing need leads to changes in care plans and support.
- Ensure staff work with people we support, colleagues, professionals and other appropriate people using agreed techniques and strategies to support people who show behaviour that challenges.
- Monitor staff to ensure they have up to date knowledge of any changes in someone's needs or any changes to their service provision on an ongoing basis and ensure this information is shared with other members of the team.
- Empower people to enable them to increasingly take control of their lives and to move towards independence through effective decision making and ensure that staff empower people effectively.

Relationships

- Act as an ambassador to represent and promote the interests of Persona externally.
- Act as a role model for Persona, leading by example in demonstrating our values in action.
- Work as part of a multi-disciplinary team to provide a seamless service that is centred on each person, including organising and actively participating in multi-disciplinary team meetings.
- Communicate in an appropriate, open and accurate manner, respecting confidential information in line with the authority's policies with particular reference to non-oppressive practice and ensure staff communicate effectively.

Key Duties and Responsibilities

Leadership and Management

- Provide consistent and inspirational leadership to the service at all levels, ensuring all staff and volunteers are motivated, empowered, valued and performing to their full potential.
- Support and manage staff who are directly engaged in providing a service to people with learning disabilities living in the community. To ensure the appropriate recruitment, supervision, training and development of those staff.
- Manage the induction of new staff to the service including co-ordinating the necessary training, assessing competency and arranging suitable inductions.
- Complete staff induction, supervision and annual appraisals.

Governance, Quality and Compliance

- Work with the service manager to ensure services are compliant to legislation requirements.
- Ensure that the quality assurance framework is followed, and that audits and checks are completed as per requirements.
- Monitor all support to ensure it is centred around the person and delivered in line with Persona's values. Where there are incidents or concerns around staff performance, manage appropriately following the relevant workforce policies and procedures.
- Ensure that staff follow guidance on appropriate recording to maintain clear and accurate records in accordance with policy and procedures, complying with National Minimum Standards/KLOE's and relevant codes of practice.
- Ensure that staff follow guidance on appropriate recording of activities and events which have occurred during their contact with the person they support, including communicating any changes or incidents which may have relevance to the person's care plan, to colleagues, other professionals and management as appropriate.
- Contribute to the safeguarding of vulnerable adults, by being aware of your role in relation to the safeguarding adults policy. Take necessary steps to protect people we support from any form of abuse or neglect and use the appropriate reporting mechanisms to inform management of any concerns.