



Purpose of the Role

You will work flexibly with teams, providing leadership, promoting people's independence and developing appropriate relationships with people we support and their families, the local authority and external professionals.

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 meet and exceed 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 service manager.

Skills and Abilities

- Understanding of the potential consequences that having a learning disability can have on people's lives; evidence of 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 in social work, LD nursing, teaching, counselling or management in a social care setting or NVQ 3 Promoting Independence / Health & Social Care.

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. Ensure the appropriate recruitment, supervision, training and development of those staff.
- Flexibly manage rotas to ensure that people we support are provided with the hours commissioned and agreed in their care plan.
- Identify the recruitment needs of the services and resolve any shortfalls by following recruitment procedures.
- 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 in line with our strategy.

Governance, Quality and Compliance

- Ensure professional standards are maintained within services and address any concerns.
- Work within policies and procedures; seek advice and support from internal departments when required.
- Be responsible for KPI's for the allocated services, ensuring that performance is managed and compliance achieved.
- Report any concerns to the registered manager at the first opportunity.
- Ensure all support 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.
- Report safeguarding in a timely way and 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.
- Ensure that the quality assurance framework is followed, and that audits and checks are completed as per requirements.
- Ensure that staff follow guidance on appropriate recording, keeping 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.

Key Duties and Responsibilities

Operations

- Enable people we support to gain independence through creative delivery of services.
- Manage the delivery of flexible practical and physical help and assistance with various aspects of daily living, in accordance with individual support plans and review meetings.
- Co-ordinate the assessment and review of people's needs with operation support officers and support workers, to inform the creation and review of an accurate support plan.
- Ensure the psychological, emotional, social and personal development of people we support, to enable them to live a valued life of their informed choice and ensure any changing need leads to changes in care plans and support.
- Ensure there is an ethos within the service of enabling people, taking a strength-based approach to the delivery of care and support.
- 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 any required referrals for additional equipment, ensuring that relevant checks are completed.
- Ensure staff encourage people to contribute to the development of their own support plan and that any changing need leads to changes in care plans and support.
- Ensure staff collaborate with people we support, colleagues, professionals and other appropriate people using agreed techniques and strategies to support people who show behaviour that challenges.
- Ensure staff 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 we support, enabling them to increasingly take control of their lives and to move towards independence.
- Ensure a culture of positive risk taking in the service, enabling people to live the life they choose whilst balancing that with safety.

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 policies.

Key Duties and Responsibilities

Health and Safety

- Ensure staff take appropriate actions to ensure that people's homes are appropriately safe and secure.
- Ensure any tasks that may be required are conducted, relating to the physical environment which maintain Health and Safety, including monitoring that health and safety checks are complete.
- Ensure, where appropriate, the removal of hazards and provision of facilities to ensure the safety, health and wellbeing of everyone within the environment.
- Supervise the assessment of people's needs in relation to the ordering and administration of medication. Monitor that medication is being managed and administered correctly as identified in the care plan and in line with the medication policy.
- Co-ordinate, review and implement risk assessments and identify where new risk assessments may be required. Record and report incidents and near misses.

Personal Development

- Participate in supervision sessions, team meetings and employee reviews, including contributing to the identification of own training and development needs.
- Attend training and development activities as identified as relevant to the job role, including the relevant qualification, mandatory training and refresher training.
- Maintain own continuing professional development (CPD).

Policies and Procedures

- Contribute to the development of all organisational policies, processes and functions, including health and safety, business continuity, people's referral and exit pathways, quality assurance.
- Ensure staff adhere to the appropriate procedures, policies and values of the authority, organisation and department.