

MONMOUTHSHIRE COUNTY COUNCIL - SOCIAL CARE & HEALTH DIRECTORATE**ROLE PROFILE**

ROLE:	Person Centred Senior Care and Support Worker [Enablement]
POST NO:	SAS ***
SECTION :	Direct Care
GRADE:	Band E £20,541 - £23,111 (Awaiting outcome of re-grading)
LOCATION:	South Monmouthshire / Central Monmouthshire / North Monmouthshire
HOURS:	35 hours per week. (To include alternate weekends, some evenings and BH working)
IRESPONSIBLE TO:	Area Care and Support Lead

The Care and Support Team Team.....Who are we:

- We are part of the council and provide services to people living in the community to help them to live safely and well in their own homes.
- Across three areas we have a team of 120 staff working in various teams:
 - **Reablement Services – supporting people in the short term to help people regain independence and ensure that services if required in the long term are tailored to individual need.**
 - Dementia Care Support Teams – supporting people with dementia and their carers to stay in their own homes; helping them to live well and according to what matters to them.
 - Extra Care Support Team – supporting people living in supported housing; helping them to live well and according to what matters to them.

Our Purpose:

- To provide support and care (in the short-term) in a way that is focussed on the individual and that recognises what matters to each individual person.
- As part of the integrated services team to help people to do things for themselves and where appropriate to regain skills and abilities that may have been lost.
- Support people, only when they need help, with all aspects of daily living and to promote social and emotional well-being.
- Where appropriate to support people to re-connect with their local communities.

The Purpose of this Role:

- To support people to leave hospital as quickly as possible and to prevent admission to hospital by working as part of the wider integrated services teams. This will include working as part of the rapid response team both in the community and at times based with the hospitals.
- To be part of the out of hours stand-by rota to support the welfare and well-being of our teams and the people we support.
- To support people to develop new skills or ones they may have lost because of poor health, disability or after a spell in hospital.
- To work with therapists to facilitate recovery and overcome barriers preventing them from doing the activities that matter to them, through a graded reablement/rehabilitation approach. –
- To support people to do as much for themselves as possible working in a way that promotes ability and does not foster dependency.

- To work closely with all members of the Integrated Services Team supporting people to regain their independence wherever possible; communicating clearly any changes and developments.
- To uphold the principle that person centred care derives from relationship-based care, not task based care and that getting to know what matters to the person we are supporting is key. Moreover, to work with people based only on a detailed understanding of their needs and wishes as described by the person themselves. To spend time to listen and engage with each person in a way that responds to who they are.
- To develop an environment which is centred on supporting people in a way that focuses on maximising peoples strengths and skills and people setting their own goals.
- To support, coach and encourage the frontline teams so that they understand what good care looks like and feel proud to work in their team
- To support an environment where staff feel empowered and supported to make decisions and take informed / consensual risks.
- To engender an approach from staff that encourages self-reflection and self-development.
- To ensure that all people receive individually tailored services based on person centred planning and that at all times the services promote the highest standards of care.
- To support care to people that it is at all times sensitive, confidential and upholds their dignity.

Manager's Expectation of this Role:-

- Simply, I am looking for someone who can bring the reliability, commitment, integrity and enthusiasm that the people we support deserve. I want you to bring yourself; your personality, a big smile and a sense of fun. I need you to understand that 100% is the minimum commitment; you need to take ownership of all aspects of the role. I need this because what we do matters.

More detail of what I am looking for from this role

Operational / Service Delivery

- I need you to work closely with the wider integrated services team:
 - Supporting individuals prior to hospital discharge
 - Making arrangements to meet the individual in hospital, support their transfer home or making the first visit when at home.
 - Adjusting care and support plans continuously based on a developing understanding of what matters to the person and changes in the rehabilitative programme; ensuring we keep everyone up to date, involved and informed.
 - Liaising as required with the GP, Pharmacy, district nurses etc. to deal with any issues identified
 - Carry out tasks as discussed with the team. E.g. basic equipment fitting, outdoor mobility practice, etc.,
 - To undertake risk assessments to ensure that the people we support and those in our teams are safe.
- You will need to work closely with me and others to ensure quality of service delivery, including monitoring, regular staff contact, and medication requirements including monitoring and reporting errors in line with our medication policy.
- Provide your hands on skills within the community supporting both individuals and staff members by providing effective role modelling (our aim is that you will spend the majority of your times working alongside front line teams)
- Someone who actively implements the authority policies and procedures.
- Competent in using IT to forward plan both for yourself, staff members and individuals you support, including our allocation system (MONICCA)

- I need you to complete paperwork and maintain our electronic file structure within the required time frame to maintain effective running of the service and to meet the requirements of the Care Inspectorate in Wales.
- To undertake reviews of the support plans with the person; alongside the care manager or on your own.
- As required by the Care at Home lead to develop the competencies of our teams and undertake competency assessments.
- You will need to actively work to safeguard individuals and staff members in line with safeguarding policies. On request you may be required to attend 'Strategy' meetings.
- You will need to have exceptional communication and interpersonal skills
- Someone who is equally comfortable working as part of a team or on their own, who is able to take the initiative and ownership of their role.
- Able to work alongside the manager to lead on the induction, support and training of new team members. This will include supporting and leading on supervision and appraisal for the teams.
- I need you to work in a way that supports the health and safety of the people we support, your teams and that of yourself. You will need to follow and implement specific and agreed protocols in relation to health & safety, moving & handling and medications.
- You will need to investigate any concerns expressed by the people we support and the team members; taking all necessary action.
- To actively support and implement the principles and practice of equality of opportunity as laid down in the Council's Equal Opportunities Policy.
- Work across service boundaries with colleague and other professionals within the Integrated Team
- You will be someone able to communicate to your teams your passion for providing the highest quality of service. This may need having honest and open conversation with colleagues
- You will assist, if required, in the recruitment of the highest calibre of staff and ensure that they receive excellent induction, probation, support, training and on-going development.
- You will be able to provide excellent support to the teams through coaching, mentoring and role modelling the highest standards of care

PERSONAL DEVELOPMENT

- This is a rewarding role but like all great jobs it can be challenging. You will need to be able to ask for (and provide) support from your colleagues to help overcome the challenges of this type of work.
- Someone able to continually reflect on their own practice and personal development to identify where things could be done differently or better. Moreover, I need you to understand the importance of attending supervision and 1:1 meetings with me, ensuring you use all opportunities to share, learn and grow in your role.
- Someone with ideas, open to change and new ways of working.
- To work with myself and others to actively seek out opportunities for personal learning.

FINANCE

- You will need to be mindful of the need for efficiency and the best use of council resources in all your work....

Here's what we can provide you with:

- A huge sense of satisfaction and pride.
- A great rate of pay.
- Local government pension
- A committed and dedicated management team.
- Great training and development opportunities

What else you need to know.....Monmouthshire Values are:

Openness: We aspire to be open and honest to develop trusting relationships.

Fairness: We aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.

Flexibility: We aspire to be flexible in our thinking and action to become an effective and efficient organisation.

Teamwork: We aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

And this role, will work with Monmouthshire to achieve these.

In addition:

All employees are responsible for ensuring that they act at all times in a way that is consistent with Monmouthshire's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

PERSON SPECIFICATION

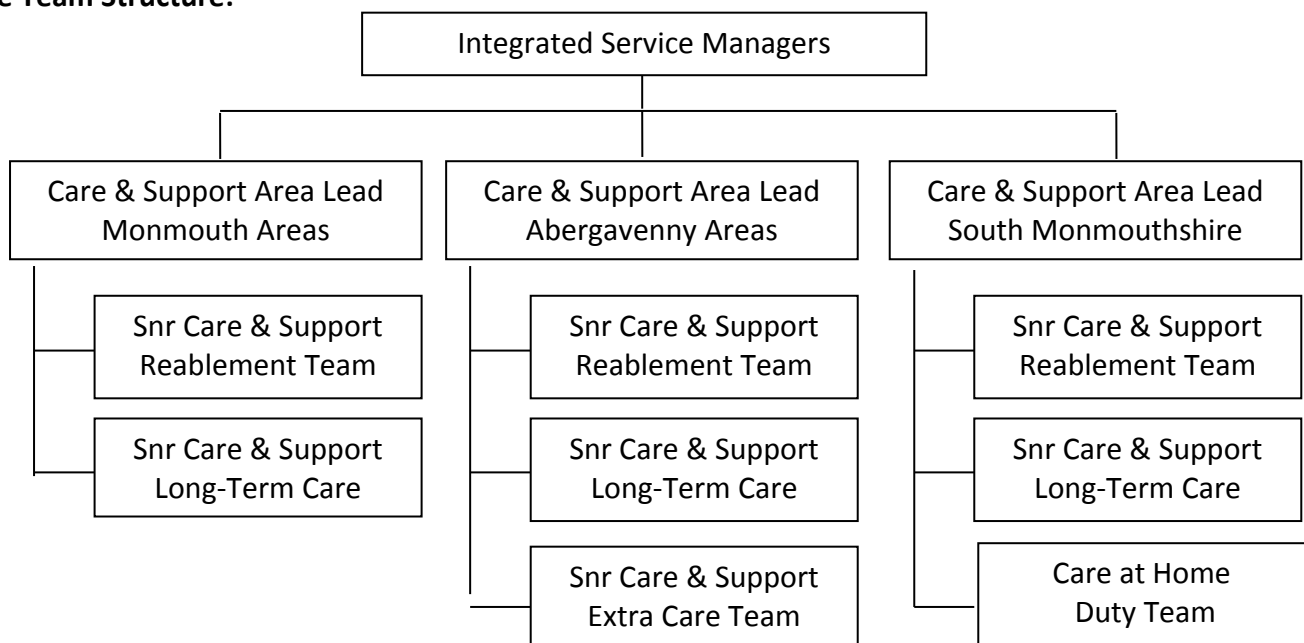
Whilst experience can be beneficial we are looking for someone who clearly demonstrates their commitment, enthusiasm and their caring nature. Caring is about supporting someone to live well and to live a fulfilled life according to what matters to them. This means that the support we provide will always focus on how a person feels.... you will be someone who encompasses the elements listed to support a culture of support, empowerment and focus on what matters to the person. A passion for supporting people to do as much for themselves as possible must be evident.

Relationships	You will understand the importance of relationships and that to support people we need know the person; their experiences, their life and who they are now.
Enabling	You will be able to work in way that involves the person to participate fully in their lives and you will support people to do as much for themselves as they can. You will understand that sometimes we need to stand back and allow people to try to do as much for themselves as possible. You will promote practice and develop the team to work in this enabling way.
Availability & Flexibility	You will need to work at times of the day that people and the team need support and that you understand that this will change on any given day according to how that person feels. This means being focussed on the individual and not a routine. You will be available to work at short notice; changing your rota to meet the needs of the service and to cover for colleagues and team members as required.
Responsive	You will understand the need to, and importance of, responding quickly in supporting people to leave hospital or preventing admission. This means being very flexible and being able to re-prioritise.
Self	You will be someone who is comfortable being yourself at work and you are self-aware and open. You can demonstrate that leading fits with who you are.
Together	You will be emotionally warm, offering closeness and empathy to each individual – you will be able to connect with the people we support; with no them and us.
Inspiring	You will be passionate, driven and positive; able to make a connection with people that makes a difference. You will be able to inspire staff, families and the people we support with your vision of what good support should look, sound and feel like.
Nurturing	You will be someone who can provide comfort, security and a sense of belonging. This will extend to nurturing the team.
Accepting	You will be able to be positive about a person's reality and understanding of the fact that feelings can be displayed as actions or words. You will mentor staff to understand the importance of accepting an individual's reality and will actively challenge practice that did not support this approach.

Coach	You are able to mentor, coach and show staff directly best practice in supporting people.
Team Builder	You can demonstrate the skills to build and support a person centred team of staff. You will promote a culture of empowering staff where authority to act is not based on hierarchy. This includes promoting direct relationships between all those involved in the support of the person to ensure a seamless and autonomous approach.
Developing	You will demonstrate an acceptance of the current experience of people receiving services and have a clear pathway in terms of the journey you and the team need to travel to get to a true person centred care and support.
Reflection	You will regularly reflect on the quality of life for the people we support and this will serve as a catalyst for continual and measurable improvement. You will understand the importance of self-reflection and to identify areas for development.
Supporting	You will be comfortable to express your own emotions and support others with theirs.
Growing	You will need to be open to learning, challenge and self-reflection and will support this culture within the team. You will need to be able to demonstrate that your knowledge is up to date in dementia care services.
Driving	Use of a car and full UK driving license
Qualifications	A qualification is not needed to apply for this role but you must be willing to undertake the QCF Level 3 / 4 in Care. A willingness to undertake the Occupational Level 3 training is also required.

Additional Information about the Homecare Team

The Team Structure:



Roles & Responsibilities within the team:

- Integrated Service Manager - overall responsibility for integrated services in each area across care, therapy, social work and nursing.
- The Care & Support Lead – To support and co-ordinate the work and resources of the teams. Developing and supporting cultures that enable our teams to work in a way that continually focusses on what matters to the people we support
- Senior Care and Support Worker - To support Care Staff and People within the community; modelling and promoting high quality relationship based care.

- The Care & Support Duty Team - To provide a support network to carers, the people we support and their families to ensure a high quality of care and support is given at all times. .
- The Administrative Team – To support the Care and Support Leads and Senior Care and Support Assistants with relevant administrative tasks.

“You have to be open minded, their confidant, positive and willing to discover and accept new situations. This has made me a better person too, I value the community where I live and work”

“I know that by working the way we do we absolutely make a difference to the lives of the people we support and their families.”