



JOB DESCRIPTION - LEAD SUPPORT WORKER

The aim of the post: To provide support to people with a learning or physical disability to live the life they choose in accordance with their personal support plans. This will involve:

- providing confident, high quality support to tenants with complex support needs
- coaching other support staff as required to effectively deliver complex packages
- moving if required to new care settings supported by the Consortium to ensure confident and stable support to tenants,
- acting up if required to Personal Support Manager positions,
- maintaining experience of supporting tenants with complex support needs caused by a wide range of factors
- undertaking additional training to maintain high quality care in complex situations.

Supervised and appraised by Personal Support Manager

- Workplace allocation agreed with Operations Manager

Community Lives Consortium is a domiciliary care agency located in the Swansea and Neath and Port Talbot areas, we provide a range of care and support services for the people we support with a learning and/or physical disability, some of whom have a dual diagnosis and additional health needs.

All our Support staff need to have the right values

Our main priority for this job role is to find people with the right values, behaviours, and attitudes that match our own!

We need all staff to demonstrate that they share our commitment to quality and by being the best we can:

1. We will promote the **rights, interests, and dignity** of the people we support.
2. We will maintain the **trust and confidence** of the people we support.
3. We will promote the **wellbeing**, voice, control, and safety of the people we support.
4. We will **respect** people's rights.
5. We will act with **integrity** and upholding public trust in the social care profession.
6. We will take **responsibility for our own work** and develop our own skills and knowledge.
7. We will **work together** to ensure we deliver the **best service** we can to the people we support.

'Community Lives Consortium is regulated by the Care Inspectorate Wales and commissioned by Swansea Council and Neath Port Talbot County Borough Council, we may share information about our services and the people we support for quality and regulatory purposes'

January 2023

The people we support are individuals and they all deserve to be treated as such.

As a general guide, duties may include:

- providing support with personal and physical care needs,
- management and administration of medication,
- support to complete daily living tasks,
- managing individuals' tenancy agreements and security,
- record keeping,
- attendance at health appointments,
- liaising with external professionals
- cooperating with managers and colleagues to undertake any reasonable task, duty or request commensurate with the role of a Support Worker.

We also support people to take part in a wide range of activities relating to special interests that support their health and wellbeing, and in doing so, we assist the development and maintaining of friendships.

Some of the interests may include: Participating in arts and crafts, watching the footie, drama, musical evenings, gardening, shopping trips, social occasions, holidays and attending and contributing to Time 2 Meet activities.

What extra duties will be expected of Lead Support workers:

- Lead Support Workers will work as part of teams supporting individuals with more complex needs.
- They will be required to move to other teams at times to help improve support and coach staff where tenants are facing additional challenges.
- To deputise in the absences of Personal Support Managers.
- Lead Support Workers must maintain their experience of the range of complex support challenges that our tenants experience, they will do this by working a small number of shifts with tenants with complex support needs other than that of the tenants they routinely support.
- Lead Support workers will undertake extra training to increase their skills in meeting more complex needs, outcomes focused planning and recording as well as coaching and managing staff.

How do we define complex support needs?

We define complex support needs as:

- The person requires complex personal care due to health conditions, personal frailty or end of life care.
- The person requires support to manage behaviours that represent a barrier to relationships to people around them or a risk to themselves.
- The person experiencing additional complex mental health support needs.
- The person experiencing drug or alcohol dependence and / or being at risk from exploitation from other community members.

How will Lead Support workers be rewarded

- Lead Support Workers will receive a shift premium of 50p per hour for all hours they work delivering support as a Lead Support Worker **up to 40 hours per week**. *Thus this premium does not apply to hours while absent, on leave or training, or working additional hours chosen by the staff member covering support hours.*
- Lead Support Workers will receive enhanced training and skills development.
- Lead Support Workers will experience much greater opportunities for progression into Support Management.

Compliance and Policies:

All Support Workers will be required to comply with:

- Your terms and conditions of employment.
- The Consortium's Staff Code of Conduct.
- Social Care Wales' Code of Professional Practice for Social Care.
- General Data Protection Regulations (GDPR) and the Data Protection Act 1998 when handling and storing data.
- Health & Safety Regulations, ensuring Risk Assessments are undertaken, recorded, and regularly reviewed.
- Consortium Policies and procedures.

Personal development and organisational success:

All Support Workers will be required to:

- Participate in any training, learning and development activities to help perform your role effectively, this includes on-line learning before and during your employment.
- Contribute to and participate in supervision and appraisal sessions.
- Conduct monthly audits and monitoring to include: finance, meds, H&S, legionella and fire safety.
- Ensuring that the Personal Care Plans and Risk Assessments are relevant and in compliance.
- To participate in review meetings and liaising with involved stakeholders & to attend in the Personal Support Managers absence.
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- To communicate with, and meet with the Personal Support Manager, on a regular and ad hoc basis to discuss and update regarding the service, tenants and team.
- Act as a point of contact in the absence of the Personal Support Manager.
- Contribute to the process of service improvement and organisational development.
- Attend, contribute to and actively participate in meetings.

Person Specification – Lead Support Worker

It is anticipated that candidates will bring various relevant employment and life experiences to the role. However, except where indicated as **Desirable**, the Consortium considers the following qualities and skills to be essential for effective performance in the role.

Qualification

- Must either have, or have a plan to complete within the next 6 months, QCF Level 2 and a commitment to achieving Level 3, Health & Social Care and all other relevant qualifications and standards as required by Social Care Wales.

Skills & Experience

- 18 months experience providing support to people with at least one of the complex support needs as defined above.
- Domestic and home maintenance skills, including cooking, cleaning, laundry etc.
- Able to work on own initiative
- Able to work as part of a team
- Able to support people with learning disabilities in a flexible and safe environment.
- Able to respond to the emotional needs of people we support.
- Able to support people to make and maintain contacts in the local community.
- Able to communicate effectively verbally and in writing.
- Able to communicate effectively with the Personal Support Manager and other stakeholders.
- Able to support people to manage their household budget.
- Demonstrates a commitment to developing I.T. skills and using technology to:
 - Use email
 - Use the Internet
- View, update and create simple and accessible documents
- Able to direct and lead staff in all areas of best practice.
- Able to relay instructions from their line manager in a clear and concise manner.

Desirable:

- The ability to communicate in Welsh.
- Able to demonstrate a knowledge of Active Support, Inclusive Communication, Positive Behavioural Support and Positive Behavioural Management.

Personal Characteristics

- Committed to promoting the values and beliefs of all people, treating them as equals regardless of perceived disabilities and differences.
- Must be non-judgemental when working with the people we support.
- Does not discuss or share any confidential information with anybody other than those entitled to receive it.

- Has the ability to remain calm and patient in difficult or stressful situations.
- Has the ability to respond effectively in an emergency.
- Must be reliable and dependable.
- Must be committed to ongoing personal and professional development.
- Must be flexible to respond to the changing needs of the people we support and the organisation.

Other Requirements

- Full and valid driver's licence that enables you to drive legally in the UK
- Business Class 1 vehicle insurance (***You will be required to provide evidence of this***)
- Flexibility to work a full range of hours to deliver services, this includes days, nights, weekends, bank holidays, sleep-ins and wakeful nights
- Flexibility to work in a range of services and/or locations when required
- To accompany the people we support on holiday, including travel abroad
- To be registered with Social Care Wales