

JOB DEFINITION

JOB TITLE:	Senior Care and Support Worker
HOURS:	37.5 hours per week on a rota basis over 7 days per week Also providing “on call” cover on a rota basis including evenings and weekends.
SALARY:	£18,525 per annum
ACCOUNTABILITY:	Registered Manager
LOCATION:	Birmingham and surrounding areas

JOB PURPOSE

To assist the Registered Manager with the coordination and smooth running of a Home Support and Personal Care Domiciliary Service that will provide quality services to older people and others in need.

FUNCTIONAL RESPONSIBILITIES:

1. To undertake allocated supervisory tasks of the existing Home Support service and the Personal Domiciliary Care service on a daily basis.
2. To provide care and domestic support across the team rota within services and for staff on annual leave and in situations where options to find alternative cover has been exhausted and it would be detrimental to the client to postpone the call.
3. To liaise with care & support workers and personal care assistants on a daily basis.
4. To carry out supervision and appraisal with staff as requested by the registered manager.
5. To support the registered manager with the training and development of staff within the team.
6. To support in planning and carry out effective recruitment campaigns to take on new workers.
7. To the request of the manager to undertake client assessments of need and risk within the homes of clients, and support in the development of care plans.
8. To direction to commence new packages of support and care and to ensure appropriate resources are in place to meet the clients' needs.

9. To ensure a quality service is delivered that reflects the clients' individual assessed needs and that adheres to National Minimum Care Standards and Care Quality Commission (CQC) legislation and requirements.
10. To achieve the above through undertaking ongoing client reviews within their own homes, through office based telephone reviews and client spot checks to ensure the services are continuing to meet the clients' needs under the direction of the manager.
11. To undertake the shared provision of a telephone on-call, out of office hours, service on a rota basis. This service provides support and guidance to clients and staff in cases of emergency, initiating appropriate actions to ensure the safety and welfare of both, including arranging alternative appropriate cover in cases of staff absence or being able to cover if all other options have been exhausted.
12. To network and liaise with health and social care professionals to promote the Home Support and Domiciliary Care service.
13. To maintain an ongoing accurate and up to date database of all clients and workers, including maintaining at all times an up to date Charity Log System and client and staff personnel files.
14. To assist the Registered Manager and Finance Team with the correct administration of timesheets to facilitate payments to workers and any other financial assistance required.
15. To work with the Registered Manager in delivering new services for Jubilee Citizens, and to market their availability through an agreed and appropriate avenue subject to budget restrictions.
16. To prepare statistical information and reports for line management as requested.
17. To undertake all routine / necessary administrative tasks conducive to the successful day to day running and development of the service.
18. To promote a positive image of Jubilee Citizens UK at all times.
19. To undertake other duties of relevance to this position that may be required and requested.

PROFESSIONAL COMPETENCIES:

- ◆ Ability to engage with people to sell the service and to develop strong professional relationships
- ◆ Ability to supervise and co-ordinate staff within agreed organisational policies and procedures.

- ◆ Understanding of commercial requirements and expectations
- ◆ Ability to market and sell the service in an appropriate and professional manner to service users, referral agencies and other bodies in order to achieve required income targets
- ◆ Ability to travel throughout Birmingham and surrounding areas when necessary
- ◆ Organisational ability that will be able to accommodate the needs of clients and staff.
- ◆ Ability to assess the needs of clients and to deliver a service commensurate with those needs and within available resources.
- ◆ Ability to carry out risk assessments
- ◆ Ability to gather statistical information in terms of customers and staff for internal and external information purposes.
- ◆ Competent computer and IT skills that encompass an understanding and use of word processing, spreadsheet and database software
- ◆ To be able to manage own time to greatest effect and to deploy staff on the basis of making cost effective use of their time and resources.
- ◆ Ability to carry out structured, planned and successful recruitment campaigns including initial sifting, interviewing, vetting and engagement with support from HR
- ◆ Ability to provide a confidential and discreet service to clients and to have a good working knowledge of what confidentiality means.
- ◆ Committed to delivery of high standards of care.

SPECIAL CONDITIONS:

1. An Enhanced Disclosure and Barring Service check will be undertaken for this role.

Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:

Promoting good practice and prevention of harm and abuse

To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported

This is a description of the job as it is at present. It does not form part of the contract of employment. Job descriptions are regularly reviewed and altered when necessary in conjunction with the post holder.

Reviewed March 2019

PERSON SPECIFICATION – Senior care and support worker

	ESSENTIAL	DESIRABLE
Experience: 1. Experience of delivering care paid and unpaid 2. Experience of managing staff or volunteers 3. Experience of multi-tasking within a fast paced environment 4. Previous experience of working within a care setting 5. Experience of delivering personal care to clients	* * *	* * *
Knowledge, Skills and Abilities: 6. Engage with wide range of stakeholders 7. Supervision skills 8. Knowledge of the needs of vulnerable people 9. Understanding of Diversity & Equality 10. Good interpersonal skills (communication and listening skills) 11. Clear written skills 12. Good IT skills 13. Ability to carry out risk assessments 14. Knowledge of the National Care Standards and CQC legislation and requirements	* * * * * * *	* *
Education and Qualifications: 15. Nationally recognised relevant Care qualification to at least NVQ level 3 or equivalent 16. Good standard of education 17. Willingness to continue professional development	* *	*
Personal Characteristics: 18. Committed to delivering quality services to clients 19. Positive attitude towards clients and staff 20. An ability to work unsupervised 21. Have a driving licence and use of a car for work	* * * *	