

## Job Description

<b>Job Title:</b>	Senior Care & Support Worker
<b>Directorate:</b>	Care & Support Directorate
<b>Responsible to:</b>	Scheme Manager
<b>Job Purpose:</b>	Senior Care & Support Workers assist the Scheme Manager in running the scheme including compliance with the residential care home regulations, other statutory requirements and Radius's own policies and procedures. In the absence of the Scheme Manager, a Senior Care & Support Worker will be responsible for the day-to-day management of the scheme.

## Principal Duties and Responsibilities

Housing-with-Care schemes are registered as residential care homes under the Registered Homes Order 1992. Radius Housing Association is the registered "person in control" and the Scheme Manager is the "Registered Manager" and the Senior Care & Support Worker will support the Scheme Manager in their duties.

### **1.0 Leadership and Management**

- 1.1 Part of the management team responsible for achieving high professional standards of care in accordance with Radius's philosophy for Housing-with-Care.
- 1.2 Support the Manager in achieving and maintaining the smooth day-to-day operation of the Housing-with-Care Scheme in accordance with Radius's policies, the Residential Care Home regulations and other legislation directly affecting the Scheme or its residents.
- 1.3 Participate in the recruitment, management and training of care staff.
- 1.4 Implement duty rosters and methods of working ensuring adequate staffing levels at all times and that proper attention is given to the needs of individual residents.
- 1.5 Implement procedures for emergencies and other procedures under the Health and Safety at Work legislation and Radius's policies.
- 1.6 Responsible to the Manager for all aspects of the day-to-day operation of the Housing-with-Care scheme including deputising for the manager during specific periods of duty and in their absence as requested.

### **2.0 Best Practice**

- 2.1 Comply and support the maintenance of efficient administrative systems for the operation of the scheme, in accordance with Radius's policies taking responsibility for specific areas of work as delegated by the Manager.
- 2.2 Assist the Manager in the proper implementation of Radius's complaints procedure for residents and their families.
- 2.3 Contribute to the effective delivery of a Quality service through the formulation, review and proper implementation of policies and procedures.

### **3.0 Care of residents**

- 3.1 Implement, under the direction of the Manager, a system of care planning which, with the residents' consent, will attempt to meet their physical, intellectual, emotional, social and spiritual needs. Such plans will be properly recorded, regularly evaluated and reviewed and in line with care practices and procedures.
- 3.2 Assist in the administration of the catering operation, helping to ensure that diets are nutritionally balanced, that menus are varied and represent residents' choices.
- 3.3 Liaise, appropriately, with other professionals involved in the care of residents, assisting residents to access health and welfare services.
- 3.4 Assist in the ordering, storage, recording and, as appropriate, the administration of prescribed medicines.
- 3.5 Ensure that premises are kept clean, suitably heated and well maintained and to report repairs and defects as appropriate.
- 3.6 Participate in the daily delivery of hands on personal care, ie, personal care tasks.

### **4.0 Community Links**

- 4.1 Promote and take an active part in social activities in the scheme in accordance with Radius's policies and the residents' wishes.
- 4.2 Proactively promote and maintain the good name of Radius in the locality.

### **5.0 General**

- 5.1 Undertake activities, where appropriate, representing the Association in a respectful and mutually supportive manner to external groups or the general public.
- 5.2 Conduct all activities in a manner which is safe to yourself and others acting at all times in accordance with the Health and Safety Policy.
- 5.3 Employees represent the Association and should attend work neat, tidy and clean in appearance which includes their work area/clear desk in line with the Code of Conduct and Health and Safety policy.
- 5.4 Undertake other delegated duties appropriate to the scope and function of the grade of post including cover duties during periods of absence e.g. sickness, annual leave.
- 5.5 Promote and ensure compliance with the Association's statutory Equality Duties.

This post is based at the Scheme. However, due to the nature of the Association's stock, this post has a mobility clause in that the post holder must be prepared to work as directed and support as and when required other schemes. The post is also subject to flexible working and will require some working outside of normal business hours.

All employees have a personal responsibility to promote and to support measures designed to create a working environment that is free from harassment or discrimination on the grounds of gender including gender reassignment, pregnancy or maternity, marital or civil partnership status, sexual orientation, race or ethnic origin, religious belief, political opinion, national identity, age, disability or whether or not they have dependents.

This job description is not exhaustive and may be amended to facilitate changes in the better organisation of Association's activities following consultation with the Job Holder.

**Radius operates a 'No Smoking' policy which includes the use of devices such as e-cigarettes**

## Senior Care & Support Worker/Team Leader - Person Specification







<b>ESSENTIAL CRITERIA (demonstrate on application form)</b>	
<b>1</b>	Educated to GCSE level or equivalent to include English and Maths at Grade C or above <b>OR</b> a minimum of NVQ Level 3 in Health and Social Care or equivalent or Registered Nurse live on the NMC register or current and registered member of the Health and Care Professions Council (HCPC).
<b>2</b>	Minimum of 1 years relevant consistent and continuous experience at supervisory level in a formal caring environment.
<b>3</b>	Practical experience in the management, control and administration of medications.
<b>DESIRABLE CRITERIA (demonstrate on application form)</b>	
<b>1</b>	Experience in activity and diversional techniques for person with dementia.
<b>2</b>	Knowledge of social housing and housing associations.
<b>ESSENTIAL CRITERIA (demonstrate at interview)</b>	
<ul style="list-style-type: none"> <li>• Demonstrable experience in the provision of person centred support and care planning.</li> <li>• Experience and understanding of manual/patient handling.</li> <li>• Awareness of the role of the RQIA essential at interview.</li> </ul>	
<b>DESIRABLE CRITERIA (demonstrate at interview)</b>	
<ul style="list-style-type: none"> <li>• Knowledge of residential/supported housing desirable at interview</li> <li>• Knowledge of the needs of older people/older people with dementia and their care/support needs desirable at interview</li> </ul>	

**Please note:**

- Applicants will be required to provide confirmation of relevant qualifications / memberships/continuous employment at interview.
- Successful candidates will be required to register with NISCC within 2 weeks of receipt of employment offer (if not already registered).
- Successful applicants will be required to complete an Enhanced Disclosure Check. Having a criminal conviction will not necessarily debar an applicant from working with the Association. Disclosure information will be handled in line with the Access NI Code of Practice and the Rehabilitation of Offenders (NI) Order 1978.
- The Association reserves the right to shortlist on the desirable criteria if necessary.

## CORE COMPETENCIES

At Radius, we put our customers at the centre of all we do. The overall purpose of the Association is to make a positive difference by providing homes, support and care for people, building neighbourhoods and empowering communities. Our values are aligned to this and focus us on what we are about. The behaviours we want our employees to have are outlined below and will help us deliver a quality service to our customers.

Competency	Definition
 Setting Direction  <b>Change and Continuous Improvement</b>	<p>Radius employees will have initiative, be innovative and seek out opportunities to create effective change. They will learn from what has worked as well as what has not, being open to change and improvement and working in 'smarter' more focused ways.</p> <p>For leaders, it is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions.</p>
 Setting Direction  <b>Leading and communicating</b>	<p>Radius employees will have pride and show enthusiasm for the services they provide, communicating purpose and direction with clarity and openness. They will support the principles of fairness of opportunity for all.</p> <p>For leaders, it is about being visible, establishing a strong direction and future vision; managing and engaging with people in a straightforward, truthful, and open way.</p>
 Delivering Results  <b>Managing Performance</b>	<p>Radius employees will have a focus on delivering timely performance, taking responsibility and accountability for quality outcomes. They will work to agreed goals and activities, and deal with challenges in a responsive and constructive way.</p> <p>For leaders, it is about setting clear, aligned performance goals and objectives for self, others and the organisation.</p>
 Delivering Results  <b>Customer Focus</b>	<p>Radius employees will establish the needs of customers and strive to ensure that these are met. They will understand the needs and expectations of customers to enable the effective delivery and development of an appropriate quality service which exceeds customer expectations.</p> <p>For leaders it is about seeking feedback, involving customers and consulting broadly on customer needs</p>
 Engaging People  <b>Working with Others</b>	<p>Radius employees will work collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues.</p> <p>For leaders it is about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable.</p>
 Engaging People  <b>Valuing Equality and Diversity</b>	<p>Radius employees will treat everyone with professional and personal respect, behaving ethically and with integrity and promoting fairness and recognising the value of diversity.</p> <p>For leaders it is about creating a work culture and practices that recognise, respect, and value diversity for the benefit of the association.</p>