



Enablement Worker 24/7/ Services

My Options – Activity, Wellbeing and Care Services

Grade & Salary:

Scale 2 (Inclusive Grade) inc Market Factor payment

Recruitment process

Job Advertised:

Closing date for applications:

Return address for applications:

Selection Method:

Interview/Selection date:

Key contacts:

Chair of Selection panel:

For an informal discussion contact:

Job Description:

Job Purpose

- The Enablement Worker plays a key role in the delivery of personalised care and enablement to vulnerable adults and young people with a wide range of 24/7 care and support needs which are delivered in a variety of community, building based and residential settings.
- The post holder will be required to actively support people using the service to achieve planned, personal objectives which look to maximise independence, promoting health, and wellbeing and community involvement.
- The service forms part of Telford & Wrekin Council's My Options Activity Wellbeing and Care Services and is delivered over a 24/7 working pattern.
- This is a regulated service and available for regular inspection by the Care Quality Commission, therefore requires a high level of accountability.

Major Tasks

- To ensure the delivery of high quality, cost effective care and enablement services, supporting people to improve independence, health, and wellbeing, maintaining a customer focus ethos at all times.
- To be responsive to an individual's needs as detailed within the framework of their personal care and enablement plan, working flexibly to respond to any changing needs.
- To ensure the wellbeing of those people using the My Options Service by providing agreed support with all aspects of personal care, health and wellbeing support, domestic and household tasks, skills for learning and work as detailed in the customers personal plan.
- To actively support customers both one to one and in groups to achieve agreed objectives, gain new skills and encourage new experiences. Promoting confidence and community engagement.
- As key worker actively contribute to the planning, implementation and review of care and enablement plans and risk assessments in conjunction with person using the service and other staff.
- To deliver good quality, safe working practices and proactively contribute to the internal and external quality assurance process of the service, in accordance with standards and regulations e.g. Care Quality Commission (CQC).
- To liaise with Senior Enablement workers/Assistant Service Leader/ Service Leader at the beginning and end of each shift to relay any changes, and receive information regarding customers or service delivery.

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- To report back to the Service Leader/Assistant Service Leader/ Senior Enablement Worker any concerns, changes or progress in the Customer's circumstance and record these changes appropriately.
- To communicate effectively using verbal and non-verbal skills
- Record information to required standards, reporting all incidents in line with service and council's policies and procedures e.g. health and safety
- Attend and contribute to team meetings as required.
- Have a flexible approach to work commitments in order to meet the changing needs of the service.
- Undertake any other duties commensurate with the grade and status of post.

Contacts & Relationships

- Create and maintain professional relationships with people using the service and family carers.
- Work alongside My Options staff, volunteers, social care and health professionals' internal/external providers and community organisations.
- Senior Enablement Worker, Assistant Service Leader, Service Leader for advice, guidance and assignment of duties.
- Actively support other My Options Staff.

Creativity

- The post holder will work within a planned framework contributing to customers support and enablement plans and reviews.
- The post holder will offer flexible creative support to customers which will enable them to achieve agreed objectives as detailed in their support and enablement plan.
- As key worker, support individuals to assess and monitor progress against agreed outcomes, help identify when these have been achieved and explore opportunities to 'move on' to new objectives where appropriate.
- Promote enablement through technology by working with colleagues to increase knowledge and access to assistive technology.
- Actively promote Health, Wellbeing and Community engagement as detailed in an individual's plan this may involve working with internal and external colleagues and community groups to increase knowledge and participation.
- Actively contribute to the promotion and marketing of the My Options services.

Decisions

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- To make routine decisions in conjunction with people using the service in line with their individual support and enablement plans and service requirements.
- To make routine decisions on a day to day basis in line with pre-determined procedures and guidance that have been agreed by senior staff.
- To contribute ideas to the Senior Enablement Worker/Service Leader/Group Manager where appropriate to improve services.
- To seek guidance from Seniors or Assistant /Service Leader where situations are not clear cut or would increase risks to customers or staff.
- Be able to work alone where required and seek support and guidance in accordance with team procedures and guidance.

Management & Supervision

- The post holder will have no line management responsibilities

Supervision Received

- The post holder will receive regular support and supervision in line with Councils framework.
- Attend team meetings to receive key messages about customers, quality insurance and best practice, The My Options service and the wider Council.
- The post holder's duties will be carried out under the direction of senior staff and the Service Leader.
- The post holder's practice will also be informed by Care standards, CQC, policies and procedures, Health and Social Care Professionals.

Complexity

- Contribute to the delivery of best quality, performance and compliance in all areas of the registered service.
- Provide excellent care and support to vulnerable people including those with complex needs and/or behaviours that may challenge.
- Actively contribute to support plans, re-assessments/reviews and future planning discussions for people using the service.
- To assist customers with medication at the agreed level of support as detailed in individuals medication plan. Ensuring that all medication is administered and recorded as prescribed in line with medication policy, seeking appropriate advice and guidance as needed.
- Establish and maintain effective working relationships with all My Options staff, related professionals, support services and community organisations.
- Develop an understanding and awareness of issues related to equal opportunities, anti-discriminatory practice respect and dignity, demonstrate this within work practice.

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- Work flexibly within the services, ensuring resources are used both efficiently and effectively to provide best quality and efficiency.
- Engage in agreed workforce development and training opportunities.
- Where required contribute to all internal and external quality monitoring inspection including those undertaken by regulating bodies such as the Care Quality Commission.
- To ensure awareness of current information relating to customers, health and wellbeing and support information and other information relating to the service, this will include making written records of work carried out and observations made.

Resources

- Whilst supporting people using the service the Enablement worker may be required to use a number of resources for example Care and Support equipment , i.e. hoists, communication aids, cleaning products, arts craft materials, machinery as detailed in and individuals care and enablement plan and risk assessments.
- Take responsibility for the safe handling, equipment checks and appropriate use of all equipment and resources belonging to both the individual customer and the My Options services such as personal care equipment and resources, tools, vehicles, ICT equipment.
- The postholder may be required to drive either customer or hired/leased vehicles and will be responsible for completing records and undertaking standard vehicle checks, ie tyre pressure, water, oil levels to ensure vehicle is fully equipped for operation.
- To maximise the use of community networks resources and facilities.
- To exercise confidentiality , responsible for the appropriate recording and processing of personal and sensitive information relating to people using the service, in line with T &W data protection policy.
- Responsible for ensuring the safe keeping of customers personal possessions including; medication, equipment, money and documents, as identified in individuals care and enablement plan.
- Support individuals with their finances where necessary, in line with policy guidelines.

Impact

- The post holder is a first point of contact for customers, family carers, partner agencies and members of the public.
- To have responsibility of safeguarding and promoting the welfare of vulnerable adults and young people using the service.
- To provide practical assistance and emotional support to people using the service as detailed within their care and enablement plan, to encourage positive behaviour and wellbeing.

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- To ensure the delivery of high quality, care and enablement support, in line with customers agreed personal plan and protocols.
- To actively promote the My Options Services, demonstrating a positive and professional personal profile at all times to ensure excellent reputation of the service.
- To comply with safe systems of work in accordance with best care and regulatory standards, Health and Safety, Safeguarding, administration of medication and other Policies and Procedures as identified as being relevant to the Enablement Worker role.

Physical Demands

- The role involves standing and or walking for large percentage of the shift, this can be undertaken in a wide range of indoor and outdoor environments.
- The post holder will provide moving and handling support including when required physical intervention as detailed in customers' care and enablement plan.
- Providing manual handling support to customers using the service who have mobility needs as detailed in agreed support plans. This may include bending, stretching and kneeling, using equipment such as walking frames, pushing wheel chairs, securing wheelchairs in vehicles and hoists.
- Supporting and facilitating engagement of wide range of independent living and community well-being, leisure and work based activities such as, cooking, personal care, domestic tasks, gardening, arts, craft, walking, cycling, swimming, hydrotherapy horse riding, sailing.
- The Enablement worker may be required to drive the services and or customers vehicles.
- Working 24 /7 shift pattern.

Working Environment

- The Enablement worker 24/7 will support customers using the service in a number of environments, this may include lone working both in a customer's home/ residential setting and in wider outdoor /indoor community environments.
- Provide support with all aspects of personal care to people using the service as detailed in their personal plan, this may include bathing, dressing, support with meals, domestic tasks etc
- The post holder will be required to handle prescribed Medication, accurately recording information in line with a customer's individual care and support plan and medication policies and procedures.
- Some of the customers using the service may present with verbal and physical behaviours that may challenge.
- The Enablement worker may be required to be office based, utilising ICT equipment in order to complete records, keep up to date in relation to the My Options services

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the wider council and undertake 'e learning' .

Emotional Context

- The role involves both short and long term delivery of care and enablement support to vulnerable people, at times decisions made as part of the individuals agreed care and support plan may impact on the customers physical and emotional wellbeing and therefore place strain on post holder.
- The nature of the Enablement worker role may at times involve contact with upsetting or distressing information in relation to the people using the service

Other

- The post holder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.
- Ability to meet the travel requirements of the post.
- Willingness to work flexibly across the My Options Services as and when required.
- Where a 7 day a week service is provided the post holder will work within a shift pattern – covering Bank Holidays/ evening and weekends and nights where necessary.
- The grade for this post reflects the fact that the post holder will be expected to work a rota as part of their normal working week which includes days, evening and weekends which means no additional enhancements are payable. Any overtime worked will be paid at plain time.
- The post holder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.
- The post holder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations

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Person Specification

Criteria	Standard
Qualifications	<ul style="list-style-type: none"> • Possession of an NVQ or QCF level 2 Care and Support qualification or willingness/ ability to complete this after induction training • Good standard of literacy and numeracy.
Experience	<ul style="list-style-type: none"> • Experience of providing person centred 24/7 care and support to vulnerable people of all ages and abilities in a variety of settings in accordance with defined support plans. • Experience of providing 24/7 personal care and support to people, including those with profound and multiple learning disabilities, complex care needs and whose behaviour may challenge. • Experience of working within regulated 24/7 residential care and community-based services
Knowledge	<ul style="list-style-type: none"> • Health and Safety and Risk Awareness • Understanding of the needs of vulnerable people • Understanding of personalised Care/Support planning and Person centred care • Understanding the importance of quality standards and CQC Care standards • Principles of Safeguarding (protection of vulnerable adults and children) • Understanding of moving and handling and risk assessment. • Understanding the role of regulating bodies such as the Care Quality commission (CQC)
Skills	<ul style="list-style-type: none"> • Ability to work with people using services individually or in small groups to achieve personal objectives which look to maximise independence, wellbeing choice and community involvement. • Ability to deliver practical aspects of safe services, including the delivery of individual or group enablement /support. • Ability to work safely and competently both individually and as part of a team. • Ability to support customers with all elements of physical health needs, this may include pushing wheelchairs, using hoists and where appropriate the use of MAPA techniques. • Ability to develop an understanding of professional conduct and a commitment to work within the guidelines of appropriate regulatory body. E.g. CQC • Ability to work to instructions, objectives and plans • Ability to cope in a crisis • Demonstrate good ICT skills • Demonstrate written and verbal communication skills sufficient to contribute to record keeping systems and processes

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	<ul style="list-style-type: none"> • Ability to maximise efficient and effective use of resources. • Ability to drive customer’s mobility cars, establishment or other vehicles –only if required for the post and discussed with your manager. • Although you are required to work within a specific rota (dependant on service area), you are required to have a flexible approach to work commitments in order to meet the changing needs of the service
<p>Personal style & behaviours</p>	<ul style="list-style-type: none"> • As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council’s intranet pages. • Demonstrate and excellent value base and commitment to person centred care, enabling vulnerable people to maximise independence and choice. • Ability to prioritise workload manage and resolve conflict, seeking appropriate support when needed. • Excellent interpersonal skills and treats people with dignity and respect. • Promotes diversity and equality of opportunity for customers and staff. • Ability to work in a confidential manner. • Demonstrates a knowledge and commitment to Safeguarding. • Be accountable for and committed to high standards of work and care and enablement best practice. • Demonstrate a commitment to personal development and willingness to attend training and development events. • Commitment to the Values and ethos of the Cooperative Council. • This post has a requirement of an enhanced DBS check
<p>Fluency Duty</p>	<ul style="list-style-type: none"> • This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role. • The ability to communicate clearly with those people using the service, to adapt communication to ensure it is meaningful to the person receiving the service, to their family carers and wider colleagues and agencies is essential for the post.

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria

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unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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Type of criminal records checks required for this post	Ticked as required
None	
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	√
Working with Adults - Regulated Activity	√
Working with Children - Regulated Activity	

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>