my options

activity, wellbeing and care



Senior Enablement Worker - Waking Night

My Options – Activity, Wellbeing and Care Services

Grade & Salary: **Scale 5 (Inclusive Grade)**

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:

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Job Title - **My Options Senior Enablement Worker - Waking Night**

Grade – Scale 5 (Inclusive Grade)

Job Description:

Job Purpose
• The Senior Enablement Worker plays a key role both in the delivery and co ordination of personalised night time Care and Enablement services to people with a wide range of care and support needs, delivered in a variety of community and building based and residential settings. • The post holder will be required to co-ordinate and support night time Enablement staff working within 24/7 services to actively support individuals to plan and achieve personal objectives which look to maximise Independence, promoting health, wellbeing and community involvement. • The service forms part of Telford & Wrekin Council's My Options services some of which are 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, night time care and enablement services, supporting people to improve independence, health and wellbeing, maintaining a customer focus at all times. • To be responsive to an individual's needs as detailed within the framework of their personal care and enablement plan, especially as they relate to night time care, responding flexibly to changing needs. • To prioritise the wellbeing of those people using the My Options services by ensuring the co-ordination and delivery of all aspects of personal care, health and wellbeing support, domestic and household tasks, as detailed in the customers plan**.** • As key worker participate in the planning, implementation and review of 24/7 night care and enablement plans and risk assessments in conjunction with the person using the service and other staff. • To offer assistance, direction guidance and support to enablement workers, in all aspects of their role, ensuring they provide good quality, safe working practices and proactively support the quality assurance process of the service, in accordance with standards and regulations e.g. Care Quality Commission (CQC). • To co ordinate the waking night shift within the 24/7 service, ensuring rotas, staff deployment, activities, quality monitoring and required records all night care routines and procedures are completed. • Where required provide support with building management, creating and maintaining social and community networks. • To ensure all agreed housekeeping duties relevant to the running of the service base/home, including any domestic tasks.

- To liaise with Senior Enablement Workers, Assistant Service Leader/Service Leader at the beginning and end of a shift to relay any changes, and receive information regarding customers or service delivery/operation.

- Where appropriate share information with waking night staff teams regarding any concerns, changes or progress in a customer's circumstances, record these changes appropriately.

- To ensure compliance with safe systems of work in accordance with Health and Safety, CQC, Safeguarding and other Policies and Procedures as identified as being relevant to your job role.

- To communicate effectively using verbal and non-verbal skills, and record information to an agreed standard.

- Facilitate /attend staff team meetings as required and participate proactively in the feedback of those meetings.

- Have a flexible approach to work commitments in order to meet the changing needs of the service.

- To deputise for the Assistant Service Leader/ Service Leader as and when required, have designated responsibilities within the delivery and co-ordination of the service.

- Undertake any other duties commensurate with the grade and status of the post.

Contacts & Relationships

- Create and maintain professional relationships with people using the service and family carers.
- Assistant Service Leader/ Service Leader/ Group manager.

- Night Enablement workers, casual staff, agency staff, students and volunteers. to offer guidance and assignment of duty. ,

- Work alongside My Options Staff , social care and health professionals, internal and external providers and community organisations.

- Actively support other My Options staff.

Creativity

- The post holder will offer flexible night time support to customers and Enablement staff to support the creation and delivery of individual support plans, reviews and risk assessments that will enable agreed objectives to be achieved.

- As key worker assist 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.

- Actively contribute to customers individual and multidisciplinary reviews through the provision of verbal and written reports and by attending support planning meetings where appropriate.

- Promote enablement through technology by working with colleagues to increase knowledge and access to assistive technology.

- Creatively contribute to the co-ordination of the practical aspects of the service relating to night time support, including overseeing buildings, staff deployment and staff rotas.

- The post holder will play a key role in record keeping, updating support planning, risk assessments and the reporting of incidents in line with policies and procedures.

- Contribute to the services systems and processes, monitoring the service quality and performance, submitting information reports to line manger as and when required.

- Actively contribute to the promotions and marketing of the My Options services**.**

Decisions

- To make routine decisions regarding general night care service delivery in line with policy, procedure and in accordance with level of post, seeking advice and guidance from line manager or on call manager when appropriate.

- Contribute ideas to the Assistant Service Leader/ Service Leader/Group Manager where appropriate to improve services.

- The post holder will contribute to the co ordination and decisions relating to the practical aspects of the night time 24/7 service delivery including overseeing buildings, staff deployment and staff rotas

- To offer information and guidance about service provision to people using services, family carers and waking night enablement workers and support staff .

- Work alone where required seeking guidance from line manager or on call manager where situations are not clear or would significantly increase risk to those using the service or staff.

Management & Supervision

Under the guidance of your Line Manager you will also be expected to undertake the following:-

- Offer day to day guidance and support to Enablement Workers, casual, agency staff, student and volunteers. Provide additional support to staff members through their induction and in response to concerns about capability or on return from long term sickness.

- Supervise and carry out 1 2 1 meetings with waking night Enablement Workers in line with the Councils framework.

- Facilitate team meetings ensuring Waking Night Enablement Workers are briefed with key messages about customers, quality assurance and best practice, The My Options services and the wider Council.

Supervision Received

- The post holder will receive regular support and supervision in line with the Councils framework.
- The post holder's duties will be carried out under the direction of the Assistant Service Leader/Service Leader.
- The post holder's practice will also be informed by care standards, CQC, policy and procedures and Health and Social Care Professionals.

Complexity

- Actively contribute to the delivery of best quality, outcome focussed 24/7 night care services and compliance in all areas of the registered/non registered services.
- Co-ordinate the direct delivery of appropriate night time care and support to vulnerable people including those with complex needs and /or behaviour that may challenge
- Contribute to the safe delivery of 24/7 services night care , amend rotas as appropriate in line with service requirements ,covering sickness, training and other changes in circumstances.
- Actively contribute to support plans, re-assessments/reviews and future planning discussions for people using the service.
- To ensure customers using the service are assisted with medication at the agreed level of support as detailed in their personal medication plan. Ensuring staff are appropriately trained and that medication is administered and recorded as prescribed in line with medication policy. Seeking appropriate advice and guidance as needed.
- Maintain awareness of current information regarding individual customers, health and safety information and other information relating to the service, and that this is communicated effectively to Enablement workers and other relevant staff.
- Establish and maintain effective working relationships with all staff within the My Options Services, related professionals, support services and community organisations.
- Develop an understanding and awareness of issues related to equal opportunities and anti-discriminatory practice, respect and dignity, demonstrate this within work practice.
- 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.
- Actively contribute towards wider workforce development by assisting the provision of training and the observation of skills competency.
- Contribute to all internal and external quality monitoring inspections including those

undertaken by regulating bodies such as the Care Quality Commission (CQC).

- To ensure awareness of current information relating to customers, health and safety 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 Waking Night Senior Enablement Worker may be required to use and offer guidance to support staff in the use of 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

- To ensure all night care staff take responsibility for the safe handling 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.

- Work flexibly across services, ensuring resources are both use efficiently and effectively to provide best quality services to our customers.

- 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.

- To ensure staff take responsibility for ensuring the safe keeping of customer's personal possessions including; medication, equipment, money and documents, as identified in individuals care and enablement plan.

- To co-ordinate the delivery of appropriate support to individuals with their finances where necessary and in line with policy guidelines**.**

Impact

- To have responsibility of safeguarding and promoting the welfare of vulnerable adults and young people using the service.

- To co-ordinate and when required 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.

- To co-ordinate and ensure the delivery of high quality, night time care and enablement support, 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 ensure night time enablement staff, casual staff, agency /students and volunteers comply with safe systems of work in accordance with Health and Safety, Safeguarding, administration of medication and other Policies and Procedures as identified as being relevant to the Enablement Worker role.

- Contribute to 24/7 services meeting best care and regulatory standards

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 customer's care and enablement plan.
- Undertaking domestic duties for the residential/community setting as required.
- Assisting customers using the service who have mobility needs and use equipment such as walking Frames and pushing wheel chairs.
- 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.
- The Senior Enablement worker may be required to drive the services and or customers vehicles.
- Working as part of a night shift rota pattern.

Working Environment

- The Waking Night Senior Enablement worker will co-ordinate and where required directly support customers using the service in a number of environments, this may include lone working both in a customer's home or residential setting.
- The Waking Night Senior Enablement Worker may be required to undertake some domestic tasks during a night shift which may include the use of cleaning equipment and products.
- The post holder will be required to handle and administer 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 Waking Night Senior Enablement Worker maybe required to be office based , utilising ICT equipment in order to complete records, keep up to date in relation to the My Options services, 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 Waking Night Senior 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 an when required

- Where a 7 day a week service is provided the post holder will work within a shift pattern – covering Bank Holidays/ weekends 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 awareness and observation of Fire and Health & Safety Regulations.

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Person Specification

Criteria	Standard
Qualifications	• Possession of an NVQ or QCF 3 or 4 relevant Care and Support qualification or willingness to work towards this • Good standard of literacy and numeracy**.**
Experience	• 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 personal care and support to people including those with profound and multiple learning disabilities including those with complex needs and/or behaviour that may challenge in a variety of community and residential settings. • Experience of supervising/mentoring staff contributing to workforce development • Experience of Implementing and monitoring personalised support/care plans • Monitoring quality assurance in regulated care services. • Experience of 24/7 residential and community-based work
Knowledge	• Health and Safety and Risk Awareness • Understanding of the needs of vulnerable people • Understanding of the principles of personalisation Care/support planning and person centred planning • 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 and requirements of regulating bodies such as CQC
Skills	• 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 plan, co ordinate and deliver practical aspects of safe night time care service delivery, including the delivery of individual or group enablement /support. • Ability to support staff to work safely and competently both individual and as part of a team. • Ability to develop an understanding of professional conduct and a commitment to work within the guidelines of appropriate regulatory body. Eg CQC

	• Ability to work to instructions, objectives and plans. • Ability to cope in a crisis. • Ability to work both individually and as part of a team. • Ability to support customers with all elements of their physical health needs, this may include pushing wheelchairs, using hoists and where appropriate the use of MAPA techniques. • Demonstrate written and verbal communication skills sufficient to contribute to record keeping systems an processes • Ability to maximise efficient and effective use of resources. • Demonstrate good ITC skills • 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. • Have a flexible approach to work commitments in order to adapt and respond to the changing needs of the service and customers • Willingness to attend identified training and development
Personal style & behaviours	• 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 an excellent value base and commitment to enabling vulnerable people to maximise their independence and choice. • Ability to prioritise workload, manage and resolve conflict, seeking appropriate support when needed. • Ability to work constructively and cooperatively as a team • Excellent interpersonal skills, treating 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. • Lead by example; 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
Fluency Duty	• 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 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