

Post Specification

Date	January 2023
PG Number	6891
Post Title	Lead Support Worker
Job Family	People Care and Development
Job Family Role Profile	PCD7
Final Grade	Grade 8 (inc JWC's)

To be read in conjunction with the job family role profile

Service Area description

Older Adults Residential Care, Cumbria Care, Provider Services

Purpose of this post

To contribute to the delivery of high quality support and care to vulnerable residents providing support which allows them to maximize their remaining independence, quality of life, choice and control within an environment that offers safety and respect and stimulation through varied activities.

To provide additional support to the supervisor in liaising with all multidisciplinary professionals. To take an active, positive and constructive part in the wider team to promote a positive working environment and a place where residents can thrive.

The role is to support the building of relationships and integration across the wider community and with partners to enhance activities and improve care.

Key job specific accountabilities

1. Contribute to maintaining service user records and care plans and to participate when required in service users' reviews. Assist with auditing individual elements within the care plan including medication. Communicate and Inform the Supervisor, in a timely manner, of any changes in the service users' needs. Report accurately any changes as directed by the supervisor.
2. Throughout all work activities, promote and demonstrate best practice in accordance with Cumbria Care Quality Assurance Procedures, to ensure compliance with the requirements of Care Quality Commission (CQC) and other regulatory bodies.
3. Assist the Supervisor in the day to day running of the establishment by
 - a. Supporting Link Workers in multiple aspects e.g. infection control, manual handling, MUST and nutrition
 - b. Ensuring appropriate access to health care e.g. GP, dental, district nurses
 - c. Supporting reviews with district nurses, GP's, SW's.
 - d. Supporting with checking in medication on a monthly basis.
 - e. Supporting with respite admissions
4. To assist with ensuring audit compliance with IPC, food hygiene, nutrition and MUST, moving and handling.
5. Take responsibility for coordination of activities within the home, liaising with wider community groups and organisations to enhance stimulated activity.
6. Assist with fire checks and support the manager/supervisor in mock drills and evacuation.
7. Provide support to supervisors and mentoring to support workers where required, specifically in the administration of medication.
8. On occasion, provide personal care and support to meet the needs of Service Users as agreed and written within their person centred care plan. This includes
 - a. Supporting service users with their hydration and nutritional needs and diet.

- b. Assisting service users with personal hygiene.
 - c. Administering prescribed medication and treatments (which could include creams and ointments), to service users in line with Cumbria Care's policy and procedure.
 - d. Providing opportunities that will enrich the life of each individual by identifying and creating activities that are both stimulating and fulfilling.
 - e. Being aware of behavioural changes in service users that might indicate a health/wellbeing concern
9. You are responsible for your own health and safety and that of other people in the course of your work and must ensure all activity within the home and its environment is undertaken in a safe and proper manner and in accordance with infection control principles and the Health and Safety requirements of the County Council.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	None
Staff Management Responsibilities	Provide support to supervisors and mentoring to support workers where required
Other	

Essential Criteria - Qualifications, knowledge, experience and expertise

- QCF level 2 in care related subject or willingness to undertake QCF level 2 in care related subject
- GCSE Maths grade A-C or equivalent
- Willingness to attend training as directed by the manager
- An understanding of care in a residential setting including an understanding of relevant legislation.
- Good verbal and written communication skills and ability to listen.
- The ability to identify and respond appropriately to the changing needs of service users.
- The ability to undertake personal care with Service Users and an up to date knowledge of current practice.
- To be polite, friendly & helpful to all service users, other professionals, colleagues and all visitors to the home.
- To contribute to effective team working to develop and continually improve service.
- To recognise and act appropriately and in accordance with current safeguarding guidelines, to report any forms of mistreatment or suspected mistreatment.
- To work on own initiative
- Commitment to Equal Opportunities

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.
- The level of check required is:
 - DBS Enhanced – Adults

Job working circumstances

Emotional Demands	Exposure to some situations that could be emotionally demanding
Physical Demands	Considerable effort required
Working Conditions	High disagreeable, unpleasant hazards and considerable adverse exposure

Other Factors

- You may be required to work shifts
- Undertake work at other Cumbria Care establishments within the district/locality to meet service requirements. (Each event / situation will be considered by management as to each individual's circumstances)
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