

**Manchester Local Care Organisation
Role Profile
Assistant Support Worker, Disability Supported Accommodation Service
Grade 2**

Reports to: Support Coordinator

Job Family: People Care and Support Indirect

Manchester Local Care Organisation

Manchester Local Care Organisation (MLCO) has been established by the partners (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City. By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

Key Role Descriptors:

The role holder will work as part of the Supported Accommodation team to provide support to disabled adults living in ordinary houses in the community either on a permanent basis or with the Short Breaks service, to improve the quality of the customer's life and to enable participation within the community.

The role holder will assist in the provision of practical and emotional support to customers that will promote independence and ensure positive outcomes for all citizens.

Key Role Accountabilities:

Assist in the provision of person-centred, high-quality support to citizens who may have complex needs and may display behaviours that challenge to maintain and develop daily living skills, enable full participation in a range of activities and assist and support citizens to access appropriate community services.

Ensure all physical, emotional, social, cultural and religious needs are met.

Support the provision of practical and personal assistance to citizens to maintain high levels of hygiene and health and safety which may also include personal intimate care, whilst effectively managing any associated risks and reporting signs of injury, illness or suspected abuse to the appropriate member of the team

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Work to national care standards and City Council policies and procedures, incorporating changing legislation and best practice. Maintain customer records and when appropriate share relevant information with colleagues.

Promote equal opportunities in the workplace and deliver services which are accessible and appropriate to the diverse needs of customers in line with the Social Model of Disability

Respond to the health and social care needs of customers by providing relevant services that promote their independence health and wellbeing including diet, exercise, Health Action Plans and Person-Centred Plans Support customers to ensure high levels of cleanliness in their homes or Short Breaks Service.

Establish and maintain appropriate relationships with parents, families, and carers and friends of customers

Assist in maintaining customer records, monitoring information and when appropriate share relevant information with colleagues.

Proactively participate in development opportunities, new initiatives and future changes in service delivery.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

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Role portfolio:

A whole range of supported living housing has been developed progressively over the last twenty years or more, to meet diverse individual needs. The move towards supported living has been predicated on the basis that any people with disabilities would prefer to choose who, if anyone, they wish to live with, and would generally prefer to live in either an individual flat, house or to share but with only a small number of people, personally selected.

The Disability Supported Accommodation Service (DSAS) has been part of this change, developing a city-wide network of housing with support and respite services for adults aged 18+ with learning disabilities, autism and complex needs, individuals with a physical disability, adults who are sensory impaired or have an acquired brain injury. The Service continues to aim to make a positive difference to the lives of individuals with disabilities by offering quality housing and person-centred support and care as we believe that every individual has the right to achieve their full potential regardless of disability and that disability should not exclude a person from society and a fuller community life.

The role holder will:

- work collaboratively with other health and social care professionals, maximise wider community assets and individuals, their family, friends and advocates to provide person centred support.
- assist in providing a person-centred service that offers independence and a fuller community life, developing and maintaining the delivery of community-based activities.
- contribute towards the creation and maintenance of person-centred plans, risk management, health action plans, pen pictures etc for individual citizens.
- assist in the quality assurance and review of individual citizen's files ensuring they meet the standards set by CQC and the Services Quality Assurance Framework
- ensure that financial regulations are adhered to when dealing with citizens finances.
- assist in creating a safe environment for citizens

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Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We show that we value our differences and treat people fairly
- We work together and trust each other

General Skills

- **Communication Skills:** Ability to communicate clearly and effectively taking account of individual needs
- **Planning and Organising Skills:** Demonstrate the ability to organise straightforward tasks
- **Problem Solving and Decision-Making Skills:** Ability to use information and knowledge in a structured way to enable service delivery
- **Analytical Skills:** Ability to understand information and compare information from several different sources
- **Administrative Skills:** A good level of literacy and numeracy skills to manage the maintenance of customer records
- **ICT Skills:** Ability to use multiple application systems and software packages

Technical Requirements (Role Specific)

- Must be willing to work unsocial shifts including evenings/weekends on a 24 hour shift rota where the service delivery requires this for the unit.
- Consent to and apply for an enhanced disclosure check
- Need to be working towards a Care Certificate Level 1 in 12 weeks

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