**Manchester Local Care Organisation**

**Role Profile**

**Assistant Wellbeing Officer, Grade 2**

**Day Services, Adults’ Directorate   
Reports to: Centre Manager**

**Job Family: People Care & Support Direct**

**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 a team to provide support to vulnerable residents to improve the quality of the customer’s life and to enable participation within the community.

The role holder will assist support workers to provide practical and emotional support to customers that will promote independence and ensure positive outcomes for all custome

**Key Role Accountabilities:**

Assist in the provision of person centered, high quality support to customers who may have complex needs to maintain and develop daily living skills and where possible assist and support customers to access appropriate community services.

Support the provision of practical and personal support to customers to maintain high levels of hygiene and health and safety which may also include personal intimate care.

Report signs of injury, illness, or suspected abuse to the appropriate member of the team to ensure the highest standards of care for Manchester residents.

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.

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 duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role portfolio:**

There are 3 Day Service Centres across Manchester: Heathfield in Newton Heath, Ross Place in Ardwick, and Hall Lane in Baguley supporting around 170 people.

The majority of the people live at home with families and carers whilst others live alone, with Shared Lives providers and in Disability Supported Accommodation Service properties. The service supports people over the age of 18 with a learning and / or physical disability, autism, sensory impairments, an acquired brain injury and older people.

Transport is provided to collect some of the people who use the Service from home in the morning and return home at the end of the day. Transport may also be provided for external activities in the community or further afield. The role holder will be responsible for the safety, welfare and supervision of citizens whilst on transport to the Centre and the return journey home.

The service supports people over the age of 18 with a learning and / or physical disability, autism, sensory impairments, an acquired brain injury and older people.

The service aims to make a positive difference to the lives of people who use the service by offering person centred support and an activities programme designed to promote independence, health and wellbeing.

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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 work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

**Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium and listens attentively to the views and issues of others.

**Planning and Organising:** Provides work on time and to a required standard and is capable of prioritising own workload in order to meet deadlines.

**Problem Solving and Decision Making:** Ability to use information, insights and knowledge in a structured way, using judgement wisely to identify options and make robust and defendable decisions.

**Administrative Skills:** Ability to use and accurate maintain effective administration systems in a rapidly changing environment. Have some familiarity with information technology including excel and word packages. Good level of literacy and numeracy skills to undertake calculations and produce letters and other documentation.

**Technical Requirements (Role Specific)**

* Consent to and apply for an enhanced disclosure check (DBS)
* To have a Level 2 in Health and Social Care qualification or equivalent or willingness to work towards obtaining a relevant qualification