

**Manchester Local Care Organisation
Role Profile
Support Worker, Disability Supported Accommodation Service
Grade 4**

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 within a team to provide practical and emotional care and support to citizens and their families ensuring adherence to agreed standards to ensure positive outcomes for citizens, maximizing independence and opportunities. in a variety of locations to promote independence and provide access to improved opportunities within the community.

The role holder will work with citizens, their families and other relevant stakeholders to offer advice and support to help citizens develop and achieve their goals.

Key Role Accountabilities:

Demonstrate a clear understanding of care procedures to provide high quality care and support to citizens and assist individuals with accessing and participating in appropriate activities and community services.

Establish citizen needs and think innovatively to deliver solutions utilising local resources where available to support the citizen in achieving their goals.

Contribute effectively and innovatively with the creation and implementation of assessments, plans and risk management to ensure positive future outcomes for citizens.

Provide practical and personal support to citizens to maintain high levels of hygiene and health and safety this may include the provision of personal intimate care.

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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.

Ensure that records are completed and maintained with sufficient information and accuracy in line with agreed service standards and timescales. Where appropriate raise any issues or changes of significance to relevant colleagues and stakeholders.

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 roleholder 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 whom 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 as part of the Supported Accommodation team providing support to disabled adults living in ordinary houses in the community either on a permanent basis or with the Short Breaks service.
- 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.
- Play an active part in the continuous development of Support Staff through 1:1 mentoring and observations.
- Contributing towards the creation and maintenance of person centred plans, risk management, health action plans, pen pictures etc for individual citizens.
- Proactive 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.
- Be responsible for the ordering, administering, recording and stock control of medication in line with policies and procedure.
- Ensure that financial regulations are adhered to when dealing with citizens finances.
- Support in providing a person centred service that offers independence and a fuller community life, developing and maintaining the delivery of community based activities that promote their independence and wellbeing, while ensuring quality and cost effective services.
- Establish and maintain appropriate relationships with parents, families, and the carers and friends of customers.
- Support customers in improving their quality of life and promote health, independence, well being and choice whilst creating a safe and caring environment.

Key Behaviours, Skills and Technical Requirements

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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, listens attentively to views and issues of others and responds to issues arising. Ability to communicate clearly and effectively taking account of individual need including consideration of accessibility issues.
- **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
- **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Is logical in thinking and explain reasoning behind decisions or actions taken.
- **Analytical Skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
- **Administrative Skills:** Good level of literacy and numeracy skills to undertake calculations and produce letters and other documentation.
- **Financial Management:** Numeracy and accuracy skills to handle numbers confidently, collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources

Technical Requirements (Role Specific)

- Experience of working in a Social Care or Health Care Setting with an understanding of relevant Social Care legislation.
- Must hold NVQ Level 2 in Health and Social Care or equivalent and willingness to work towards NVQ Level 3.
- Must be willing to work unsocial shifts including evenings/weekends on a 24 hour shift rota for which a flexibility payment is payable.
- Consent to and apply for an enhanced disclosure check

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