CREATING
COMMUNITIES
TOGETHER

SOUTHERN
HOUSING

Senior Care & Support Worker – Learning Disabilities

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners are at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

To assist the Registered Manager/Deputy Manager to lead and work as part of a team to provide care and support to residents in line with established care. You will be expected to work flexibly to meet the needs of residents and wider service requirement.

You need to be physically able to undertake moving and handling and you will be subject to an enhanced Disclosure & Barring Service and Adult Barred List check. A driving licence and access to a vehicle with business insurance, for which mileage will be paid, is desirable.

You need to be able to work evenings and weekends as appropriate and be required to be on the On-call rota and work on rota if needed.

The location

You will be based at our Care Home in Ryde. You may be required to attend training courses at one of our other offices/schemes.

Southern Housing Limited a charitable housing association and registered society No. .
Southern Home Ownership Limited a registered society No. 18521R.
Southern Space Limited company registration No. 5437850.
Southern Development Services Limited company registration No. 5400187.
All registered in England with registered office at Fleet House, 59-61 Clerkenwell Road, London EC1M 5LA.

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What you'll be doing:

Principal Accountabilities

- Assist with supervision, day to day performance management, and leadership to the staff team
- Maintain awareness of all relevant legislative and local changes by statutory agencies impacting on the client group
- Establish and maintain a network of contacts with all local agencies delivering specialist support and care services
- To monitor the welfare of residents and ensure they are aware of their rights and responsibilities under the conditions of their residency, where necessary
- Monitor and assist with the development of resident involvement, daily activities and social inclusion within the wider community
- Oversee the service in the absence of the Registered Manager/Deputy Manager as appropriate

Service Users Care

- Assist the Registered Manager/Deputy Manager in the assessment of potential residents
- Provide care to residents, as identified in their person centred care plan. This may include some intimate personal care
- Responsible for ensuring the delivery of care that promotes independence, rights, choices and inclusion in their community
- Responsible for summoning professional assistance in the case of an emergency
- Responsible for ensuring practice adheres with the criteria set out in the Care Quality Commission standards ensuring residents have an up-to-date care plan and risk assessment which reflects the needs and wishes of the resident
- Key-working (one-to-one) duties, as required
- Maintaining and developing professional relationships
- Responsible for maintaining health and safety within the service
- Out of hours on call duties when required
- To support Registered Manager to ensure there is always a sufficient rota in place to provide the safe and responsive service to the residents.
- To work as par to the rota

Training/Good Practice

- Attend learning and development events
- Keep up to date with current practice within the service area
- Keep up to date with specialise services, practices and legislation, especially in regards to people with a learning disability and Autism

Safeguarding

- Responsible for ensuring all steps outlined in individual risk assessments are actioned
- Responsible for ensuring the Isle of Wight Adult and child Protection Procedure is adhered to, in conjunction with Southern Housing policies and procedures

Administration

- Responsible for ensuring care plans and records are maintained with accurate, up-to-date, necessary information
- Complete incident report forms as necessary
- Assist to maintain accurate and up-to-date personal records on each resident
- Assist to maintain accurate and up-to-date personal records of care staff

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Communication
- Ensure business objectives are effectively communicated to the team

What you'll need:
Skills, knowledge, experience and abilities

Essential:
- You need to have a proven understanding of the specific requirements of people with care needs
- You will need to have experience or transferable skills to care for people with complex/specialist conditions, a learning disability and/or Autism
- You need to have proven knowledge of Health & Safety appropriate to the post
- You need to have proven knowledge and awareness of local services, including community and social groups
- You need to be able to listen and communicate effectively and form positive relationships at all levels
- You will need to have excellent written and oral communication skills, at all levels
- You need to have empathy, compassion and patience
- You need to be motivated, with the ability to motivate team members
- You need to be able to work unsupervised, with a flexible attitude to work
- You need to have a commitment to improve the quality of life for people with care needs
- You need to have the ability to deal with challenging situations and behaviours in a professional manner
- You need to have the ability to create innovative solutions that will help empower our customers
- You need to have a commitment to promoting equal opportunities and anti-discriminatory practices

Desirable:
- Experience of leading a team, in an employed or on a voluntary basis
- An awareness of health and social care services

Qualifications/ professional development
Essential:
- You need to have the willingness and ability to obtain underpinning knowledge required to perform the duties of the role
- You need to have a relevant NVQ Level 3 qualification (or equivalent) or actively studying towards this
- You need to have a basic first aid certificate

Desirable:
- Working towards/or holder of an NVQ Level 4 in Care
- Basic food hygiene
- Trained in Moving and Handling

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