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| DCC Logo 09 Std**Job Description** | |
| **Post title** | Senior Support Worker |
| **JE Reference No** | N8726 |
| **Grade** | 9 |
| **Service** | Adult and Health Services |
| **Service Area** | Adult Care |
| **Reporting to** | Team Manager |
| **Location** | Your normal place of work will be a Team Base, but you may be required to work at any designated workplace within County Durham, in line with the principles of Smarter Working in the Smarter Working handbook. |
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| **DBS** | This post **is** subject to an **enhanced disclosure**. |
| **Flexitime** | This post **is** eligible for flexitime, subject to operational requirement. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To work as a Senior support worker within the team to provide advice and support people accessing Direct Payments including undertaking home visits to explain the set up process and providing ongoing support.

To provide team supervision, management support, and play an active part as a team member.

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| **Duties and responsibilities** |

**Listed below are the responsibilities this role will be primarily responsible for:**

* The day to day supervision of the Direct Payments Support Workers, including formal supervisions, Support Worker meetings, managing sickness absence and annual leave.
* To be responsible for the co-ordination and allocation of workload to team members, to assist them in dealing with queries and carry a personal caseload.
* To support the Team Manager Direct Payments and assist in the development and implementation of Direct Payments. Providing support and practical help to staff of the department, service users and carers.
* To take a lead role in the review, development and implementation of systems and processes used by the direct payments team.
* To monitor the use of the Direct Payment, ensuring the assessed needs of the service user and / or carer are met, and that the support they require is made available to them.
* Provide advice, information and guidance to staff of the department, service users and carers and other agencies about Direct Payments and to promote the development of Direct Payments.
* To work with staff to inform how Direct Payments could be used to meet agreed outcomes, and the effectiveness of the Direct Payments in meeting these needs.
* On a day to day basis to be responsible for the co-ordination and provision of a high quality customer services response to all users of service
* To be aware and understand any changes relating to the legislation and guidance to Direct Payments.
* To provide input in delivery of training to staff and agencies about Direct Payments.
* To provide accurate written reports in relation to core businesses of the scheme.
* Information is stored, retrieved and supplied from paper based and computer systems.
* Contribute to a whole team approach in meeting quality and performance targets.
* Contribute to the future development of the service

**Administration**

* To ensure that records and service user/carer information are maintained accurately and securely, using new technology wherever appropriate; to produce reports for management staff when requested; to provide accurate, timely statistical data as required by the service; and to contribute to service administrative requirements necessary.

**Personal Development / Training**

* To take responsibility for, and maintain, up to date knowledge and skills through continual professional development.
* Attendance at mandatory training is compulsory along with an expectation of role development as identified in the Career Pathways.
* Participate in relevant training and developmental opportunities which are made available through the Career Pathways, developing own expertise, and cascading this amongst colleagues

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | 5 GCSEs including English Language (9-5/A-C grades) or equivalent relevant qualification.  NVQ/Apprenticeship level 3 in Health and Social Care, or equivalent qualification | NVQ/Apprenticeship level 4 in Health and Social Care, or equivalent qualification  Management or supervisory qualification at level 3/4 |
| Experience | Working in health, social care or administrative setting  Experience of liaising with people at all levels both internal and external to own organisations.  Can demonstrate working within a multi-agency setting  Experience of leadership within a team | Direct experience of dealing with the public.  Experience in a local government setting  Experience of supervision of employees.  Experience of direct payments  Mentoring staff/students/apprentices |
| Skills & Knowledge | Ability to use IT systems to monitor service delivery including maintaining spreadsheets and databases  Able to act promptly in difficult/urgent situations  Able to make decisions and be assertive when appropriate Able to prioritise work and meet tight deadlines  Able to work under pressure.  Able to work to work autonomously as well as part of a team Able to write reports and undertake research Can apply numeracy skills in the workplace  Effective Time management skills  Excellent communication skills using several methods (eg. email, MS Office, teleconferencing, etc)  Excellent Digital skills; including maintaining spreadsheets and databases  Good inter-personal skills  Keep information secure and confidential Setting up, monitoring and evaluating systems  Strong organisational and communication skills.  Well developed written presentations skills.  Current driving licence/ car owner or access to a car / means of mobility support to meet demands for domiciliary visits (if driving must have a current valid driving licence and appropriate insurance) | Knowledge of the functions of Council’s Service  an understanding of how budgets can be used to purchase care and support  Word for Windows  Excel  Internet  Knowledge of commissioning processes around domiciliary care / day care  Able to adapt to change and encourage others to accept change positively |
| Personal Qualities | Able to work autonomously and as part of a team Adaptable to change  Approachable personality  Assertive  Committed to equality, diversity, and inclusion Committed to, and practice, continuous professional development. Calm under pressure and ability to multi-task.  Confident  Diplomatic and tactful  Enthusiastic and committed to excellent customer care.  Flexible approach to work Good leadership skills  High standards  Keep information secure and confidential Open to new ideas and ways of working Personal commitment and drive  Positive and encouraging to other team members  Must have a proactive approach to work  Responds well to change.  Self-motivating Service User and carer oriented  Use initiative to assist in problem solving |  |