

Advanced Senior Support Worker (Care at Home)

Role Profile

Service: Adults & Wellbeing Directorate – Provider Services (Care at Home Team)
Band: Band 5
Reporting to: Care at Home Manager
Responsible for: Care at Home Support workers



TRAFFORD
COUNCIL

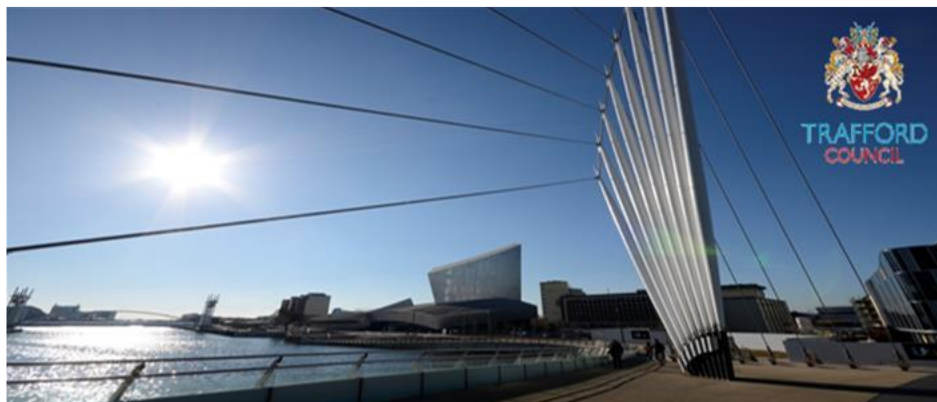
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Care at Home sits within Provider Services and is part of the Adults & Wellbeing Directorate. Care at Home is a community reablement service supporting people to maximise their level of independence, improve their health and wellbeing and enhance their quality of life, whilst continuing to live within their own homes.

Your Main Priorities

- Support and assist the Care at Home Manager and the Care Coordinator to supervise a team of Support Workers; to provide quality personal care services to individuals within their own homes in accordance with the practices and procedures of the Local Authority.
- Ensure that the team work towards promoting and maximising the independence of Service Users and empowering and enabling individuals to make informed choices whilst living their lives to the full within the community.
- Manage and monitor service capacity, ensuring optimal utilisation of available resources. Provide regular updates regarding service availability to UCCR (Urgent Care Control Room) Neighbourhood Teams, and Commissioning to support effective referral pathways.

Key duties

- Supervising and allocating work to Support Workers on a daily basis, effectively coordinating available resources appropriately (including the coordination of rotas in line with planned/unplanned absences). Ensuring that services provided are of a consistently high quality, provide good continuity of care and adhere to the guidelines of best practice.
- Supporting the Care Coordinator and Care at Home Manager to monitor staff performance.

- Identifying the training and development needs of the team by carrying out skills performance assessments, conducting supervision sessions and Performance Development Reviews (PDRs). Assisting the Care at Home Manager and Care Coordinator in completing regular file and medication audits, contributing to ongoing service quality assurance processes.
- Supporting the Care Coordinator and Care at Home Manager to ensure the safe working practices are adhered to at all times, promoting a safe and healthy working environment for all staff and Service Users by carrying out and reviewing a variety of thorough and comprehensive risk assessments within service users' homes and within the required timescales (eg. medication and associated support plans, moving and handling, essential equipment, fire safety and environmental etc).
- Ensuring support and care plans are reviewed and updated as necessary within the principles of person-centred care planning and within required timescales.
- Liaising and communicating effectively with other professionals, Service Users and their families / carers / representatives / advocates as appropriate; to ensure a smooth transition through the service and achieve best possible outcomes for the individual, ensuring that Service Users are fully included in any decisions made in relation to the service they receive.
- Working effectively alongside colleagues within the department to ensure the effective and efficient delivery of a flexible, high quality, borough-wide service, assisting and supporting the Care Coordinator and Care at Home Manager to monitor service quality by completing Service User Reviews and distributing / assisting with Service User Questionnaires as necessary.
- Accurately and clearly recording information as directed by the Care Coordinator or Care at Home Manager and to submit information in the required format and within required timescales.
- Requesting, monitoring and auditing feedback from support workers, identifying key themes related to reablement; using this insight to inform practice improvements and enhancing the effectiveness of the support worker role.
- Undertaking any other duties which are commensurate with the grade of the post as required from time to time by the needs of the service.

All duties must be carried out to comply with:

- All relevant legislation and statutory requirements
- National Minimum Care Standards
- General Social Care Council Codes of Practice
- Good practice guidelines and standards within National Vocational Qualifications.
- Organisational and departmental policies and procedures.

Qualifications and Professional Development

- GCSEs Grades 9-4 (A* to C), or equivalent, including English and Maths
- Level 2 Qualification in care, or equivalent
- Commitment and willingness to complete NVQ level 3 in Health and Social Care within 2 years of commencement date
- Evidence of continued professional and personal development

Experience and Knowledge

- Experience in a supervisory capacity in a relevant care setting within the past 2-3 years
- Experience of supervising and motivating a team of staff (5+), working on a rota basis to provide a care service which delivers high quality customer outcomes
- Experience of ensuring that standards, policies, procedures are in place, understood and adhered to, including experience of proactively managing health and safety
- Experience of operating systems of work which are logical, user friendly, person centred and provide robust audit trails in accordance with relevant regulations
- Experience of outcome focussed care and support approaches including robust care planning
- Clear understanding of Safeguarding issues and the responsibility of providers in relation to this
- Good understanding of health and safety and risk management, able to identify risks and effectively manage these
- Understanding of relevant social care legislation and regulatory requirements and ability to understand the implications of these for the short term care service and workforce
- Thorough knowledge of medication administration requirements and experience of operating a safe and accurate medication administration service
- Good understanding of promoting independence and reablement approaches.

Skills and abilities

- Ability to establish and maintain excellent working relationships with colleagues, managers and service users
- Good interpersonal / communication skills, including both written and oral, able to communicate clearly, concisely and with tact, diplomacy and sensitivity

- Confident in the use of computerised systems of work / competent in the use of IT, with the ability to record data/information accurately and clearly
- A commitment to anti-discriminatory practice and understanding of the equality issues which arise within social care settings and how to proactively address these
- Ability to problem solve and to be creative and innovative in developing effective solutions, helping to create a culture of continuous improvement in service delivery
- Ability to lead by example in the implementation and use of efficient systems which meet regulatory requirements
- Ability to respond to incidents, complaints etc and to provide clear evidence-based reports of findings to aid decision making
- Ability to make evidence-based decisions and to provide clear and consistent explanations of decisions and rationale
- Ability to monitor and evaluate performance and effectiveness, suggesting and delivering changes to improve ways of working and the customer experience and to achieve defined results and outcomes
- Ability to work as part of a team and on own initiative

Special Conditions

- Enhanced DBS required and Adults Barred Check List
- Unsocial hours/weekend working
- Participate in the on-call rota which covers weekends and bank holidays

Date prepared/revised	31.10.25
Prepared/revised by	V Hilton (updated onto new template & reviewed) / LS
Job Evaluation	Re-evaluated Oct 25

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.