
Your job

Job Title: Lead Support Worker

Service: Supported Living Services

Grade: G5

Reporting to: Team Leader

You will be part of the team supporting customers with additional needs; Learning disabilities, Autism, Complex health care and challenging behaviour to live well and age well. You will provide person centred care as identified in personalised individual care plans to lead full and purposeful lives providing maximum choice, empowerment, and control.

You will support the Team leader to provide effective leadership, you will be a role model to staff and lead by example, delivering best practices for customers with additional needs, by promoting each customers rights to be treated with dignity and respect, you will offer support and direction and offer guidance in a solution focused manner.

You will work as part of the team providing person centred care, ensuring support is provided to customers with their personal, psychological, and cultural needs.

You will be involved in the development and implementation of person-centred care plans.

You will support and contribute to the monitoring of service quality ensuring that all regulatory and best practice standards are met, contributing, and developing quality assurance systems as required.

You will actively encourage and support customers to develop relationships and maintain links with families, friends and the local community

You will work closely with a range of partners to support people with their health and wellbeing, promoting an out-come focused environment.

You will safeguard customers as identified in individual person-centred care plans and be responsible for the safe administration of medication in line with the departmental policies and procedures in place, delivering high standards of care to customers.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Update and review individual person-centred care plans and other relevant documentation.
- Support individuals to receive the correct prescribed medication as directed.
- To Safeguard customers from abuse by following The Wigan Council's Safeguard Policy and procedures in place follow recognised approaches of least restrictive practices, reducing the authorisations of Deprivations of liberty safeguards as identified in each individual support plan.
- Flexible approach to provide staff support managing crisis situations, challenging behaviour. Knowledge of individual effective diversion techniques of positively manage potential escalation of behaviours.
- Support customers with an asset-based approach with their aspirations, achievement and goals, including support where appropriate in all decision making related to the care that they receive.

- Provide staff support in managing complexed/crisis situations and supervise and delegate daily routines, offering support and guidance to the staff team.
- Liaise with other agencies and professionals such as social workers and health professionals.
- Deliver quality, high standards of support, understanding the requirements and legislation as identified by the Statutory Bodies and quality performance management.
- Maintain daily accurate records and be responsible for providing information in handovers and briefings to the management and staff team.
- In the absence of the Team leader be responsible for ensuring delivery of services.
- Identify and manage risk to customers to ensure health and wellbeing of customers, staff team and visitors.
- Demonstrate flexibility, the ability to work evenings, weekends including Bank Holidays

On an ongoing basis you will:

- Motivation, enthusiasm, and the ability to lead the team under the guidance of the Team leader and Registered Manager. A solution focused approach and able to work in a busy environment, responding calmly in crisis situations.
- Excellent ability to understand customers' needs, personalisation and to achieve identified outcomes via innovative solutions.
- Effective interpersonal skills with individuals, families, and other professional colleagues to establish and maintain trust.
- An understanding of customers with additional need; Learning disabilities, Autism, complexed care, and challenging behaviour. Have a passion for supporting individuals well-being, including attention emotionally and psychologically whilst applying a person-centred approach.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Relevant professional qualification to NVQ 3 or equivalent or willing to work towards and willing to complete the Care certificate within an agreed timescale or comparable level of experience relevant to the job.
- Excellent communication skills, both oral and written and be able to effectively communicate information.
- Basic IT skills to meet the needs of the service.
- The ability to work on your own and as part of a team, delivering best practice.
- Good understanding of the quality performance framework, current legislation, and best practices.
- Experience in a supported living service/ setting, be flexible and meet the needs of the customers and service.

Our Culture

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

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”