

JOB PROFILE

**Post Title: Senior Social Care Worker - Supervisor
(Children and Young People's Residential Care and Short Breaks for Children)**

Service: Children's Social Work

Post No: Generic

Senior Social Care Worker - Supervisors are responsible for providing support to individuals in a variety of settings ensuring a high standard of service delivery of support to individuals to live well through their own strengths, skills, community, personal gifts and people who play a key role in their life.

The Senior Social Care Worker - Supervisor role includes ensuring that individuals receive high standards of care and support in accordance with relevant legislation and national guidance associated with the service. You will be responsible for providing person-centred support and maintaining a positive ethos that promotes people's independence within their personal capabilities and outcomes.

The purpose of the job is to assist with all tasks associated with managing delivery and development of the service including the supervision, coaching and development of staff, and to actively participate in the provision and facilitation of person-centred planning to support outcomes. To ensure the service is providing for the health and wellbeing of people who use the service.

Children and Young People's Residential Care and Short Breaks for Children are part of the Children's Social Work service, within the Children's Services Directorate of the Council. This includes Through Care and After Care (TCAC) services to young people who have been looked after. The aim of this service is to provide a nurturing and safe environment for children and young people, giving security, valuing each individual and supporting them to grow, both physically and emotionally, to realise their potential. Residential care for children and young people is a unique, complex and challenging area of work, and requires a compassionate and competent staff team to meet the individual needs of children and young people who have experienced trauma in their lives.

Core Responsibilities / Duties

- To promote a nurturing and trauma-informed, caring environment, supporting children and young people to be an active part of the community and develop or maintain relationships with key individuals in their lives;
- To provide day to day operational management for the service and to delegate tasks as appropriate;
- To be responsible for ensuring high quality care of children and young people, nurturing their talents, strengths, and capabilities so they realise their full potential;

- To lead by example, working to the Scottish Social Service Council (SSSC) Code of Practice, the Shetland Island Council Code of Conduct, and the Health and Social Care Standards, challenging practice that does not adhere to these standards;
- To oversee the ongoing assessment of people who use the service to ensure the service will be able to meet their needs and outcomes and to mentor other staff to write appropriate care plans and risk assessments using a rights based and positive behaviour support approach;
- To support the continuous professional development of staff, ensure they meet the SSSC training and development requirements. Promote, share and apply current best practice, legislation, policy and procedures by coaching and modelling;
- To promote effective communication throughout the service, particularly with families and other agencies in a professional, courteous and respectful manner and to adhere to strict confidentiality.
- To liaise closely with individuals and their families to ensure they are as informed, enabled and empowered as they choose to be, to direct their ongoing care and support;
- To participate in, lead or chair recruitment exercises to recruit the right people, and taking responsibility for performance management;
- To provide regular supervision and support to designated staff in order to support them and to develop their skills, knowledge and practice;
- Deputise in the absence of the Registered Manager;
- To develop and manage the structuring of activities appropriate to individual assessed needs;
- To manage the administration of medication as directed by the individuals care plan in line with legislation including quality assurance and audit of other staff within the team;
- To support the manager through a range of operational tasks to ensure the smooth effective and accurate running of the service, including shift co-ordination and rotas, personnel and payroll matters and to ensure relevant policy and procedures are applied;
- To undertake quality assurance and improvement activity, implementing a model of change to ensure continuous improvement in all aspects of operational delivery;
- To assess, plan and implement improvement plans in line with the relevant care inspectorate quality framework, including participating in inspections of services;
- To work contribute to, or lead, inspection visits and to actively monitor and/or improve service delivery;

- Working in partnership with multi-disciplinary teams – and taking the lead where appropriate – and work actively to remove barriers and promote the health and wellbeing of service users;
- To lead on and implement special areas of responsibility and within the service;
- To take responsibility for your own learning and development and actively participate in learning opportunities and to meet and maintain your Continuous Professional Learning (CPL) Requirements ;
- To work flexibly to meet the needs of supported individuals across a 24 hour service (as appropriate) and to work shifts on a rota system, sleep-ins, waking night duties and on-call, as required;
- To participate in and/or chair staff meetings, case conferences, service user reviews and other meetings;

From time to time, the Council may require the post holder to undertake duties outside those specified. In addition staff will be working co-operatively alongside services both internal and external to the Council.

Allowances: These will vary according to workplace; they may include stand-by, unsocial hours and sleep ins, and will be detailed on the written statement of particulars of employment.

PERSON SPECIFICATION

Post Title: Senior Social Care Worker - Supervisor

Post No: Generic

This person specification describes the values and attributes of a suitable candidate for our role. Through the recruitment & selection process we shall be looking for evidence that you understand, share and can demonstrate our values and possess the essential attributes.

Our Values

In Shetland Islands Council, **Excellent service** is at the heart of everything we do. We provide **excellent service** by **taking personal responsibility** and **working well together**. We demonstrate this by;

1. Providing an excellent level of service, by making sure we understand, meet and manage our service users' needs.
2. Having a positive attitude and taking our responsibilities as employees of the council seriously. Working in an open and honest way, reflecting on our performance and looking for opportunities to improve and develop.
3. Demonstrating a positive attitude by being open-minded, fair, respectful, trustworthy and honest.

For more detailed information on the Council's Values, please visit the Shetland Islands Council's website and search for 'Our Values'

You must evidence that you can demonstrate the Scottish Social Services Council (SSSC) core values of;

- Respect,
- Collaboration,
- Participation & Dignity and Empowerment

If you'd like more information on the SSSC values or any other queries, please visit the SSSC website - [Link to SSSC](#)

Part of the register: Residential Child Care Worker with Supervisory Responsibilities

Additional Post specific attributes are set out below;

	ESSENTIAL	DESIRABLE
<u>Personal Features/Qualities</u>	Compassionate, caring and nurturing disposition Honest and reliable/dependable	Supporting people who have experienced trauma

Embraces change: is able to be flexible and adapt to meet the changing requirements of the service

Must deploy a constructive approach to problem solving

Leadership qualities – keen to promote best practice among the team

Demonstrates real self-awareness and understands impact of own behaviour on outcome of situations

Physically fit to undertake all the duties of the post

Relevant
Experience

Experience of leading and providing direction to a staff team relating to physical and psychological wellbeing in a variety of settings.

Experience of moving and assisting, including use of relevant equipment.

Experience of implementing the Health and Social Care standards

Experience of supervising staff

Experience of working without direct supervision

Experience of working as part of a multi-disciplinary team

Experience of supporting people to improve and maintain their skills, knowledge, independence and wellbeing

Experience of dealing with complex and dynamic professional situations (e.g. challenging poor practice)

Education

Suitable relevant qualification (at SVQ3/SCQF Level 7 or other equivalent qualifications)

The post holder will be required to achieve a suitable relevant qualification at SVQ4/SCQF Level 9 and therefore will require to evidence

their ability to complete appropriate relevant qualification(s)

Commitment to continuing professional development (CPD) for self and others

To obtain and meet SSSC registration requirements within appropriate timeframes and maintain registration throughout employment

Skills, Abilities and Knowledge

Understanding of and ability to maintain confidentiality

Management skills and the ability to deputise

Good observational / assessment / reflective practice skills and an ability to support others develop these

Proficient ICT skills

Commitment to uphold the Health and Social Care Standards and the SSSC Codes of Practice

Knowledge of equal opportunities/anti-discriminatory practice

Ability to motivate and encourage team members e.g. quality improvement and quality assurance activity

Ability to support, coach and mentor new staff and trainees

Excellent oral and written communication skills including an ability to maintain up to date / accurate records

Excellent organisational skills

Knowledge of roles of associated professionals and ability to work collaboratively with others

Demonstration of ability to actively lead a team including on specific

areas of responsibility and provide training to others in these areas.

Ability to travel throughout service area where public transport may be limited*

***Travel at Work;**

Senior Social Care Worker - Supervisors shall provide care in a variety of settings including within the community. Therefore the worker will, in the majority of cases, be required to travel to undertake their duties. An ability to drive with a full driving licence is therefore highly desirable and may be essential depending on the demands of the service. The travel requirements of each post will be made clear through the recruitment & selection process.

Allowances: Distant Islands Allowance
Evaluated Grade: I-J
Date of Evaluation: 02/03/2023
PVG Membership: Adults & Children
Disclosure Check: -
Pre-Employment Medical Questionnaire: -
Date of Last Amendment: 01/04/2025