

JOB PROFILE

Post Title: Senior Social Care Worker - Supervisor

Service: Community Care Resources

Post No: Generic

This is a Career Graded role, with the Job Profile stating the top point of the grade. Individuals without the stated qualification can apply for this post, if they meet the criteria as defined in the accompanying “Senior Social Care Worker – Adult Services - Career Grade (J-J) document.

Senior Social Care Worker - Supervisors are responsible for providing direct 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 the individual's independence within their personal capabilities and outcomes.

The purpose of the role 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 individuals who use the service supervisors have a quality assurance role in relation to the quality of care provided and the implementation and monitoring of service development initiatives under the direction of Team Leaders.

Community Care Resources provides high quality services for clients over the age of 16 years who require residential and day care services as well as care at home. This includes provision of services to those with enduring mental health difficulties; substance misuse; care delivered within supported tenancies and for those who require enhanced nutritional support through our Meals on Wheels Service.

This can include within the individuals' own home or supported tenancy, within a Care Inspectorate registered service (supported vocational activity or short breaks), and in the community, enabling the person to achieve their goals, identified priorities and personal outcomes.

Core Responsibilities / Duties

- To provide operational management, organisation and quality assurance during the shift and to delegate tasks as appropriate;
- To be responsible for promoting a person centred asset-based approach to retain and ensure a service user's social interactions within the community and key individuals;

- To be responsible for 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;
- To provide person centred support and demonstrate the SSSC Codes of Practice, National Care Standards and Shetland Island Council core values and challenge practice that does not adhere to these codes;
- 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 support Social Care Workers and Practitioners to write appropriate care plans and risk assessments using a rights and positive risk management approach;
- To act as care co-ordinator, as required, in which includes assessing, reviewing and developing creative outcome solutions;
- To lead, develop and mentor all staff, ensure they meet the minimum training and development requirements while sharing and promoting best practice underpinned by legal frameworks. To understand, promote, share and apply current best practice, the legal framework and policy and procedures by coaching and modelling;
- To promote positive communication throughout the service, particularly with families and independent agencies in a professional, courteous and respectful manner and to adhere to strict confidentiality. To share proportionate information across and by the team;
- To liaise closely with service users and their families to ensure they are as informed, enabled and empowered 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;
- Ensure staff adhere to Scottish Social Service Council and the Council Code of Conduct and challenge practice that does not adhere to the codes;
- To provide regular supervision and support to designated staff in order to support them and to develop their skills, knowledge and practice; and provide additional support when required;
- To be proficient when using written and electronic based systems for recording, reporting, training and communication as required by the service, including support of others;
- Deputise in the absence of the line manager;
- To develop and manage the structuring of activities appropriate to individual assessed needs;
- To be responsible for promoting a person centre-d, asset-based approach to creatively develop and ensure an individual's social interactions within the community and key individuals are maintained, including individual and group outcomes;

- 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 Assistant Team Leader/Team Leader 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, building risk assessments and emergency procedures, and to ensure relevant policy and procedures are applied;
- Ensuring service delivery is in line with the Principles of the National Care Standards; Dignity and respect; compassion; to be included; responsive care and support; wellbeing;
- To demonstrate quality assurance and improvement to ensure continuous improvement in all aspects of operational delivery;
- To assess, plan and implement the service improvement plan using the care inspectorate quality framework which will lead to participating in care inspections of services;
- To work positively with or lead visits and inspections designed to monitor and/or improve service delivery;
- Working in partnership with multi-disciplinary teams – and taking the lead where appropriate – to work actively to remove barriers and promote the health and wellbeing of individuals;
- To participate in and deliver appropriate training and development; to ensure continuous improvement of practice;
- To lead on and implement special areas of responsibility and within the service;
- To provide and demonstrate leadership throughout working practice;
- 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;
- Promote and monitor the continuous professional development of all staff;
- To work flexibly to meet the needs of supported individuals across a 24 hour service (as required) 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, reviews and other meetings.

From time to time the Council may require the senior social care worker to undertake duties outwith 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

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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.

Shetland Islands Council 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 meet the needs of service users.
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'

In addition to 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](#)

SSSC Registration:

Part of SSSC Register	Social Care Workforce		
Level	Supervisor		
Service	Type		
	Care at Home Service	Care Home Service for Adults	Housing Support Service
Edward Thomason & Taing Support Services		✓	
Fernlea	✓	✓	
Isleshavn	✓	✓	
Montfield Support		✓	
Nordalea	✓	✓	
North Haven	✓	✓	
Overtonlea	✓	✓	
Support at Home Central (Annsbrae)	✓		
Wastview	✓	✓	
Annsbrae (Mental Health)	✓		✓

Additional Post specific attributes are set out below;

	ESSENTIAL	DESIRABLE
<u>Personal Features/Qualities</u>	Demonstrates compassion, integrity and consideration for the dignity and rights and wellbeing of people Honest and reliable/dependable Embraces change: is able to be flexible and adapt to meet the changing requirements of the service Must deploy a constructive and creative approach to problem solving Leadership qualities – Demonstrates:- Critical thinking, Creativity and Collaboration Demonstrates real self-awareness and understands impact of own behaviour on outcome of situations Physically fit to undertake all the duties of the post Commitment to uphold the Health and Social Care Standards and the SSSC Codes of Practice Demonstrating values of Equality, Diversity and Inclusion Confidence to deal with conflict situations	
<u>Relevant Experience</u>	Experience of acting as shift lead and providing direction to staff team relating to physical and psychological wellbeing in a variety of settings. Experience of implementing care standards personally, and within the team – treating people with dignity and respect and promoting the rights of individuals	Experience of moving and assisting, including use of relevant equipment. Experience of supervising staff

	Experience of working without direct supervision	Experience of supporting transition
	Experience of working as part of a multi-disciplinary team	Supporting people through loss or change
	Experience of helping and advocating for individuals who use our services to improve and maintain their skills/ knowledge and/or independence and wellbeing – and promoting this within the staff team	
	Experience of working as a Key worker including independently producing support plans, reports and attending reviews	
	Experience of dealing with very complex and dynamic professional situations including challenging poor practice	
<u>Education (see Career Grade document for further details)</u>		First Aid.
	SVQ4/SCQF Level 9 or equivalent in a relevant qualification to obtain SSSC registration without a condition relating to qualifications Commitment to continuing professional development (CPD) for self and others, promoting best practice.	Basic Food Hygiene.
	To obtain and meet SSSC registration requirements within appropriate timeframes and maintain registration throughout employment	
<u>Skills, Abilities and Knowledge</u>	Understanding of and ability to maintain confidentiality	Management skills and the ability to deputise
	Physically fit to undertake all the duties of the post	Awareness of augmentative and alternative communication methods
	Good observational / assessment / reflective practice skills and an ability to support others develop these	

Proficient ICT skills

Ability to support and encourage team members e.g. with the implementation of required changes in service provision and contributing to change management; improvement activity; quality improvement and quality assurance processes.

Ability to support, coach and mentor

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: J

Date of Evaluation: 02/03/2023

PVG Membership: Adults

Disclosure Check: -

Pre-Employment Medical Questionnaire:

Date of Last Amendment: 03/09/2024