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| **Job Title:** | **Community Senior Carer** |
| **Location:** | X Centre, Commercial Road, Exeter |
| **Reports to:** | Services Manager |
| **Responsible for:** | Community Support Workers |
| **Overall purpose:**  To work with individuals in a community setting to enable them to achieve agreed goals, maximise their independent living skills and to facilitate social inclusion. To provide cover and supervision for Community Support Workers and assist the Services Manager in the running and development of the service. | |

**Key responsibilities and accountabilities:**

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| 1. Assist the Services Manager to develop and manage integrated community outreach services in a defined area, to deliver excellence in customer service and ensure compliance with all contracts and relevant quality standards. |
| 1. Develop care plans and risk assessments which provide satisfactory quality of life for community clients, respecting dignity, promoting independence, enabling choice and offering individualised care and working in partnership with the client, any relevant professional agencies and, where appropriate, the clients’ family. |
| 1. Assist with leading, developing and motivating staff in providing an effective and cost effective operation based around trust and a positive attitude to performance and client needs. Supervise staff and promote change so that staff understand strategic priorities, resource issues and service standards and are able to apply them in their roles. In so doing you will ensure that:  * SMART objectives are in place for all staff and these are regularly reviewed and revised as appropriate, and at least on a six weekly basis. * Staff are rated following supervision and the annual appraisal of performance and given appropriate constructive feedback, initiating capability procedures when there is unsatisfactory performance. * Personal development plans are agreed and implemented, and staff attendance is managed effectively. * Carry out spot checks and reviews as required |
| 1. Enable clients to maximise their independent living skills and facilitate social inclusion, in accordance with agreed activities/care plans under the supervision of the Services Manager |
| 1. Motivate and monitor progress of clients in terms of agreed activities/care plan and ensures outcomes are met. |
| 1. Respect and ensure the rights of privacy and confidentiality of clients and ensure they feel valued and respected at all times, providing personal care and end of life care where necessary |
| 1. Report any concerns or observations to the Services Manager and keep them informed of progress |
| 1. Provide cover for and arrange rotas for Community Support Workers, and in the absence of the Manager step up to their role and in the instance of long term absence to attend SMT and Board meetings |
| 1. Be aware of and follow Headway Devon policies, procedures and values with particular attention to standards of customer service, health and safety, and equality and diversity |

**Person Specification:**

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|  | **Essential** | **Desirable** |
| **Qualifications, Training  & Education** | * Access to internet/email and smart mobile phone * Car driver/owner * A care qualification or equivalent |  |
| **Experience** | * Experience of leading a team * Experience of working in the care sector | * Experience and/or knowledge of working in the voluntary sector * Experience of working with people with acquired brain injuries |
| **Personal Qualities and Attitude** | * A sensitive approach to vulnerable people maintaining their dignity and self-respect at all times * Able to work alone in the community and as part of a team * Able to communicate well with clients, carers and professionals * Able to communicate openly and honestly with all members of the team * Able to motivate and enable people to work towards their objectives * Able to keep accurate and up to date records * Able to self-motivate and use own initiative * Willing to learn and adapt to meet the needs of the post * Flexible, creative and energetic, with a good sense of humour and limitless patience * Accepting of constructive feedback * Sympathetic to the aims of Headway Devon |  |

**Note:** You are also required to undertake any other duties within your capabilities as may be reasonably required. This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business.

* *Some out of hours work will be necessary*