

## WESTERN CARE ASSOCIATION

“Western Care Association exists to empower people with a wide range of learning and associated disabilities in Mayo to live full and satisfied lives as equal citizens. We achieve this through the provision of a comprehensive range of innovative services and supports.” .....Mission Statement

Western Care Association is committed to providing Person Centred Services using Personal Outcome Measures as its quality measurement. The primary role of staff working with individual service users is to support each person in achieving their priorities as identified through the Individual Planning Process.

### JOB DESCRIPTION

#### SOCIAL CARE LEADER

The job description for SOCIAL CARE LEADER is generic to staff employed at SOCIAL CARE LEADER within the Association, (know as Senior Houseparent in Residential Services and Head of Centre in Day Services).

The job description includes the following areas:

- Reporting Relationship
- Purpose of the Job
- Main Duties and Responsibilities
- Working Relationships and Communication
- General
- Conditions

**Roster:** The roster of Social Care Leaders varies, depending on the service being managed, i.e. Day Hours, Off Roster in Residential Services, On Roster in Residential Services or a combination of both. Roster times can include day, evening, night duty and weekend, together with Sleep In – depending on the position being filled.

## **SOCIAL CARE LEADER – Job Description - Western Care Association**

**Reporting Relationship:** Reports to the Regional Service Manager.

**PURPOSE:** To provide leadership and support to service users, staff, families, and all stakeholders, in line with the Association's Mission and values. To manage and lead out person centred services in a range of settings appropriate to individual needs. To learn from, listen to, support and work to achieve the priorities of service users. To ensure accountability and best value in service planning and delivery.

### **Main Duties and Accountability:**

- Lead, manage and co-ordinate the service. To work in partnership with stakeholders to ensure delivery of flexible and responsive individual plans based on personal outcomes measures.
- Responsible for managing and driving the implementation of Individual Plans (IP) and to facilitate problem solving and negotiate solutions to deliver Person Centred services.
- Manage, develop and support staff, individually and as a team, including induction, probation, supervisory support and training in line with the Association's practices.
- Lead and develop the staff team in support of delivering person centred services, problem solve and seek solutions to outcomes and barriers raised in the delivery of person centred plans.
- Manage the budget allocation in a manner that is responsive to service users and ensures best value
- Manage the required information to support evidence based decision making, e.g. IP Tracking, SAMS, Incident Injury Reporting, Budget and staffing information as per the Association's Requirements. Engage with Freedom of Information requirements as necessary.
- Lead and facilitate local service planning based on priorities of service users and in conjunction with the wider organisational strategic planning and development process.
- Undertake the role of named staff by co-ordinating in a responsive and flexible manner, individual plans to meet the needs of service users in line with their priorities and preferences. Maintain individual plans as required.

- Plan, develop and manage innovative and creative services in response to service users' priorities, incorporating inclusion and participation in the local community.
- Ensure a safe place of work, incorporating Western Care Association's Dignity at Work Policy. To undertake ongoing Risk Assessments as required and ensure that Hazard Analysis are kept up to date in line with Parent Safety Statement.
- To promote safety in all environments for service users and staff, in line with the Association's practices.
- Ensure that staff are aware of and adhere to the Association's Policies and Procedures.
- To develop and maintain effective communication systems both formal and informal with services users, staff, families and stakeholders.
- To participate and contribute to area teams, and other Groups as required.
- Provide personal care and support to service users as required.
- Participate in all aspects relating to the day to day operation of the service, including leisure activities, driving transport, escort duties, general cleaning and upkeep of the service.

#### **Working Relationships and Communication:**

- Understand and operate all relevant local and organisational procedure, directives and general information made available through the line manager.
- Develop and contribute to good working relationships in the Organisation and with all other relevant personnel.
- Report to and appraise line manager or designate of all work related issues and difficulties.
- Follow the Association's Grievance and Disciplinary Procedure, available in the Association's Staff Handbook.
- Maintain strict confidentiality relating to matters regarding personnel and services.
- Attend and actively participate in staff meetings as required.
- Actively participate in supervisory support as per Organisation Procedure.

### **General:**

- Promote and develop good community networks which support service user inclusion and integration.
- Promote a positive image and name of the Association in the wider community.
- Be accountable and responsible for input into service planning and delivery, together with job performance as per role within the Association.
- Promote dignity at work and show respect to service users, colleagues and stakeholders in the course of duty.
- Act in a confidential manner when dealing with personal information relating to service users, families and staff.
- Attend staff training events as required and implement learning in the workplace.
- Perform any other appropriate duties as requested by the person in charge.

### **Conditions:**

- **The Job Description forms an integral part of the Contract of Employment, together with the Association's Staff Handbook.**
- Flexibility in working hours will be a feature of this position, to meet the individual needs of service users. The flexibility required will depend on the needs of the service users and work rosters and time will be agreed with staff on a local basis by line manager.
- To engage with and use the technology systems and packages provided by the Association to support day to day work and future planning needs.
- You will receive support and supervision from your line manager regarding your day to day work through the Supervisory Support Process in place in the Association.
- Clean Drivers License is desirable.

*Developed by Partnership Sub-Committee Job Descriptions. Consulted and agreed through the Partnership Committee and Line Management Structure. February, 2006*