

Post Specification

Date	March 2023
PG Number	PG 1534
Post Title	Senior Support Officer and Shift Leaders in Residential Centre DMH
Job Family	People Care and Development
Job Family Role Profile	PCD 7
Final Grade	Final Grade 8

To be read in conjunction with the job family role profile

Service Area description	
Provider Services	
Purpose of this post	
Under guidance, plan, implement and review effective care programmes of day to day activities for service users in order to promote their personal development within the local community.	
Key job specific accountabilities	
Customer Care <ol style="list-style-type: none"> 1. Assist in the development of care programmes and activities for users ensuring needs are treated with dignity and respect. In a role of key worker, encourage and support users to greater achievement and independence through the programme of care, attending care reviews and meetings as required. 	
Service Development <ol style="list-style-type: none"> 2. Assist the Supervisor in the operation and improvement of the service, encouraging and supporting staff to ensure that high standards are achieved and maintained and positive relationships are promoted with users and the local community. 	
Administration <ol style="list-style-type: none"> 3. Ensure service user records are comprehensive, clear, concise and contain accurate information. 	
Health and Safety <ol style="list-style-type: none"> 4. You are responsible for your own health and safety and that of other people in the course of your work and are expected to take any necessary/appropriate action to ensure this. You will co-operate with your employer to ensure that health and safety requirements are fully met. 	
Undertake any other duties as directed by the Service Manager / Supervisor.	
Please note annual targets will be discussed during the appraisal process	
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Key facts and figures of the post	
Budget Responsibilities	<ul style="list-style-type: none"> • None
Staff Management Responsibilities	<ul style="list-style-type: none"> •
Other	<ul style="list-style-type: none"> •
Essential Criteria - Qualifications, knowledge, experience and expertise	
Experience of working with adults with learning disabilities or other disadvantaged groups. Knowledge of assessment.	

<p>Understanding of the major issues affecting adults with learning disabilities. Effective written and verbal communication. Ability to work flexibly and use own initiative. Ability to work in a team.</p> <p>Desirable Recognised social work qualification, RMNH, NVQ Level 3 or above. Experience of working in a day services setting. Ability to develop and implement Programme Plans.</p>	
<p>Disclosure and Barring Service – DBS Checks</p>	
<ul style="list-style-type: none"> • This post requires a DBS check. • The level of check required is: <ul style="list-style-type: none"> ○ DBS Enhanced – Adults 	
<p>Job working circumstances</p>	
<p>Emotional Demands</p>	<ul style="list-style-type: none"> • In line with service delivery in dealing with service users on the frontline
<p>Physical Demands</p>	<ul style="list-style-type: none"> • Some elements of manual handling
<p>Working Conditions</p>	<ul style="list-style-type: none"> • Some exposure to confrontation / challenging behaviour • disagreeable, unpleasant hazards and considerable adverse exposure
<p>Other Factors</p>	
<ul style="list-style-type: none"> • • 	