

### **Responsibilities/ Overview of Role**

- Provide high quality care and support services to customers
- Coordinate customers care packages – tracking hours delivered and maintaining banking hours system
- Research, plan and scope out new opportunities and activities for customers
- Provide a key work service to customers, discussing support needs, identifying risk and completing support plans and risk assessments.
- Manage and update data on Iplanit (online support planning system)
- Link customers with opportunities in the community
- Undertake partnership working and networking with other stakeholders
- Provide line management for support workers, volunteers and apprentices
- Provide advice, support and direction for support workers including shift management (where directed)
- Take a lead role for clinical areas of operational delivery as requested
- Work in one or a number of services or across one floating support team
- Provide cover for other services within the area team if required - (this will be in a similar type of service)

### **Putting Customers First**

- Uphold the rights of customers to be involved at all levels of decision making
- Respect the wishes of customers at all times

### **Financial and contractual responsibility**

- Follow procedures and policies at all times when purchasing goods to include use of petty cash
- Consider value for money when carrying out all work activities
- Support customers to manage their finances as per policy where required
- Raise any concerns about the safety or abuse of a customer's finances to a line manager
- Provide hours of care and support to individual or groups of customers as requested by line manager
- Report to manager where care or support has not been provided for any reason

### **Staff management and Service delivery**

- Act as a role model at all times
- Provide supervision to support worker, volunteers and apprentices as requested
- Provide advice, support and guidance to support workers as required
- Allocate daily tasks during a shift as requested
- Facilitate customer involvement in any recruitment and selection processes as requested
- Act as a champion for one area of business as required
- Responsible for delivering quality care and support services to customers
- Coordinate customers care packages – tracking hours delivered and maintaining banking hours system
- Carry out high quality key working for one or several customers as requested
- Maintain records and report activities in an accurate and timely way following up to date policy and guidance
- Inform managers where you are unable to complete key working tasks or update support or risk plans
- Treat customers with dignity and respect at all times putting their needs at the forefront of all decision making

- Carry out personal care in a safe and appropriate way following guidelines, policies and procedures and to act as a role model, providing advice and guidance to support workers carrying out personal care activities
- Read all policies procedures and support plans relating to any personal care activity being carried out
- Take the lead in developing, reviewing and maintaining guidelines
- Provide information to managers about changing customer needs and wishes to ensure the appropriate resources are provided
- Work closely with HR and Management to match support workers to customers' requirements to ensure a good quality match and in turn - continuity of care
- Provide support, direction and guidance to aid support workers to deliver quality services
- Provide both direct and in-direct support to customers across a team area as required.
- Participate in inspections as requested
- Work hours will/may include evenings, weekends and bank holiday working
- Respond to enquiries from customers and/or their families and accurately record the information and promote
- Advise customers, next of kin and advocates on care and support issues

#### **Additional Responsibilities**

- Undertake preparation, planning and implementation of work with complex caseloads
- Provide specialist skills, advice, and experience or otherwise to others working with someone with complex needs as appropriate
- Work in a co-operative way at all times with other departments and external agencies
- Act as an ambassador for Outward at all times
- Read and follow the code of conduct at all times as well as all policies and procedures
- Take personal responsibility for the safety of self and others at all times
- Work responsibly and appropriately with due regard to confidentiality, commercially sensitive information
- Comply with all legal and regulatory responsibilities as may fall to be applicable
- Take all reasonable measures to follow all Health and Safety policies and procedures and appropriate legislation as applicable to the role
- Responsible for informing line manager where there is a health and safety concern
- Take all possible measures to keep customers safe respond appropriately to risk and report on safeguarding, accidents and incidents as per policy and procedures
- Report repairs and liaise with HM/Landlord on minor property issues, lead on sign ups processes, referrals and assessments, and follow up any in-action

This job description is not an exhaustive list. You are expected to undertake any other duties as may be reasonably requested of you by your line manager.