

ROLE PROFILE

ROLE: RESPITE OPPORTUNITIES SUPPORT
OFFICER (Temporary until 31st March 2015)

(Nights & Casual)

POST NO: SAS297

HOURS: 25 hours (Also as required to cover short notice leave
and sickness absence)

It is hoped that the attached role profile will help you to decide whether or not you wish to apply for this vacancy.

This profile is presented in a different format to those traditionally used and your views on what you like / dislike or find useful or not about it is important to us. Regardless of whether or not you decide to apply, if you would like to give feedback on this role profile, please email: employeeservices@monmouthshire.gov.uk, and mark subject line as: "Feedback on SAS297 Role Profile".

We really hope you will feel that this role is for you, and we want to invite you to tell us the reasons for this in your application form.

In the section "Experience and Other Information", it is really important that you tell us about your attitude, skills, experience and ability in relation to your application to this role.

Finally, thank you in advance for any feedback you may give and good luck with your application should you decide to apply.

Best Wishes

Employee Services Team



**MONMOUTHSHIRE COUNTY COUNCIL
SOCIAL CARE & HEALTH DIRECTORATE
DISABILITY SERVICES**

ROLE PROFILE

ROLE:	Respite Opportunities Support Officer (Temporary until 31st March 2015)
POST NO:	SAS297
HOURS:	25 hours Nights & Casual
SECTION:	Disability Services
GRADE:	Band E 21-25 (£19,742-£22,212 pro rata Per annum)
LOCATION:	39 Budden Crescent, Caldicot
RESPONSIBLE TO:	Respite & Support Services Manager

Please Note that we are not able to accept CV's

Application forms can be completed online or down loaded via:

<http://www.monmouthshire.gov.uk/home/education/jobs-and-employment/how-to-apply-for-council-jobs/>

Completed paper application forms should be returned to the following address:-
Employee Services, Monmouthshire County Council, PO BOX
106, CALDICOT, NP26 9AN

Monmouthshire County Council is an equal opportunities employer and welcomes applications from all sections of the community. All posts are open to job-share unless stated otherwise.

Closing date: 12 noon Friday 23rd January 2015



The Respite Options Team.

Who are we:

- We are a team of professional employees who provide a creative and responsive respite service for young adults with learning disability in Monmouthshire.
- **Our primary objective is to:**
Ensure that young adults with learning disability who have been assessed as needing respite services are supported to access appropriate opportunities that encourage them to aspire to their outcomes. The service provides a range of flexible respite options that include holidays supported by approved providers, as well as respite support at Budden Crescent. We also work closely with South Wales Adult Placement Team and advice with regards utilising Direct Payments to support and empower individuals to independently source provision that meets their preferred need and choice.

Our Purpose:

- Is to work individually with users of the service to develop personal plans that best reflect their needs and preferred outcomes, and further to implement and review these plans in partnership with appropriate community teams and resources.

The Purpose of this Role:

- To work with the team to provide day to day social care support for people who use the service, as well as taking on the role of link worker for a number of service users with the overall aim of enabling them to achieve a greater level of independence and self-esteem.

Managers Expectation of this Role:

As the manager of the service, I am looking to work with a vibrant and motivated individual, who with myself and team colleagues will aim to provide a service that fully reflects the goals and aspirations of its service users.

You will be involved in developing opportunities for people with a learning disability that supports them to grow in confidence and achieve meaningful outcomes. In doing so you will ensure that your approach is person centred and maximises the individual competencies for those with whom you work.

You will need to be an excellent communicator and embrace the fundamental concepts of team working, and you will promote the rights of people with a learning disability to access equal services and amenities. You will at all times be required to embrace and promote the values that are needed to work in an innovative and person centred culture.

Due to the nature of how the service operates you will be required to work as a lead officer on shift. This will include the need to sleep-in on a rota'd basis in accordance with the needs of the service. You will be required to play an important role in inducting, coaching and mentoring fellow colleagues and new staff.

In return you will be part of a dynamic team that creates positive approaches for those who seek to use the service.

Here's what we look for from you in this role:

- You will actively support the Respite Opportunities manager to provide a quality respite experience that meets individually assessed need.
- You will where needed support the daytime team in the design and implementation of individually tailored learning and activity programmes that meet individual care and support needs.
- You will support the manager in the provision of a flexible, responsive high quality service which can meet the changing needs of adults with a learning disability across Monmouthshire.
- You will work in partnership with other staff, agencies and individuals in a professional, co-coordinated and constructive manner, in the best interest of the service user.
- You will where needed support people with learning disability to carry out day to day living activities and functions that support their personal skills and potential.
- You will actively engage in the positive promotion of a range of flexible Respite Opportunities and options.
- You will where needed work in partnership with other staff, multi-agencies and individuals involved in ways that are consistent, co-coordinated and constructive.
- You will maintain high standards of personal care, safeguarding and support in accordance with assessed need.
- In accordance with MCC policy and protocols you will bring to the immediate attention of the Manager any concerns you have with regards:
 - Safeguarding of vulnerable adults
 - Child protection
 - Domestic abuse
- You will assist the Respite Opportunities Manager in planning and delivering a cost and resource efficient service, in ways that ensure assessed needs are considered and met.
- You will support individuals through having an up-to-date awareness and understanding of:

- Relevant Monmouthshire County Council Social Care & Corporate Policies and Procedures
- National Occupational Standards in Health & Social Care
- CSSIW National Minimum Standards & Social Care Regulation
- Care Council for Wales Social Care Codes of Practice
- Legislative frameworks

(and all other relevant areas of compliance)

- You will administer support and / or deal with specific issues or tasks, as required or directed.
- You will work closely with the Respite Opportunities Manager in helping to identify and develop new opportunities for respite provision across Monmouthshire.
- You will where needed contribute toward the preparation of reports for reviews or meetings.
- You will support the Manager in delivering departmental quality assurance and performance measures that meet agreed “Best Value” requirements.
- You will assist the Respite Opportunities Manager to ensure that all team and service records are maintained in a safe, efficient and effective manner in line with Data Protection law.
- You will attend professional meetings where required to do so to ensure the department provides a sensitive and appropriate response to need.
- You will complete and monitor risk assessments within your area of responsibility.
- You will assist in the identification of individual needs using the “SMART” tool, and ensure appropriate support is provided to meet needs arising from this approach
- In representing MCC you will at all times act in a way that promotes a professional reputation within the service and toward public citizens.
- You will assist the Manager to ensure that all-relevant statistical, managerial and financial information is compiled and provided in relation to realistic and appropriate time scales.
- You will liaise and communicate effectively with colleagues.
- You will if required assist the Respite Opportunities Manager in providing advice and induction training for all new staff and volunteers in accordance to their “Induction Programme”.
- You will prepare for and attend as required diarised supervision and annual appraisal sessions provided by the Manager.

- You will assist the Respite Opportunities Manager in operating and maintaining correct recording and receipting of expenditure in accordance with M.C.C. financial procedures.
- You will work closely with the Disability Services Manager and Respite Opportunities Manager to ensure that resources and equipment are deployed effectively and efficiently and in accordance with purpose of use.
- You will embrace and promote
 - TEAMWORK
 - OPENNESS
 - FAIRNESS
 - FLEXIBILITY
- You will undertake where required to do so cooking, cleaning, laundry and household duties and activities
- You will assist service users to exercise individual choice and control over all aspects of their lives.
- You will maintain and encourage high standards of personal care and hygiene for all individuals.
- You will take delegated responsibility for the provision of a safe environment for all people using or being provided a service, which is relevant to the role and function of the post.
- You will bring to the attention of the Manager information relating to breakages so as to assist them in the maintenance of an up to date inventory, in accordance with your responsibilities for careful use of Council resources and equipment.
- You will work as required at short notice weekends, evenings and bank holidays as required and lone work where the service user mix and relevant risk procedures deems it safe to do so.
- You will attend quarterly night staff team meetings and any other meetings relevant to the work of the service, as requested by the Respite Opportunities Manager.
- You will accept responsibility for the quality of work undertaken, and share any concerns with the Disability Services Manager and Respite Opportunities Manager regarding standards of performance.
- You will at all times abide by the principles and practice of equality of opportunity as laid down in the Council's Equal Opportunities policy and Equality Act 2010.
- You will undertake staff training as identified by the Manager and service requirements.

Here's what we can provide you with:

- Excellent rates of pay(including enhanced weekend rates and pro rata holiday pay)
- The opportunity to be part of implementing new and exciting respite services for service users
- The opportunity to work within a dynamic team, and contribute your part in service delivery that works with our communities and is committed to delivering "Your County Your Way".
- The chance to help shape future provision for service users
- On-going learning & development

What else you need to know.....Monmouthshire Values are:

Openness: We aspire to be open and honest to develop trusting relationships.

Fairness: We aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.

Flexibility: We aspire to be flexible in our thinking and action to become an effective and efficient organisation.

Teamwork: We aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

Person Specification

How will I know if you are the right person for the role?

As the successful candidate you will need to evidence in your written application and at interview the following:

Shortlisting Criterion	Weighting	How Measured
QCF (or predecessor NVQ) in Health & Social Care Level 2 or above	Essential	Application Form
<p>An understanding of the importance of respecting and upholding:</p> <ul style="list-style-type: none"> • Dignity • Choice • Participation <p>In all aspects of social care</p>	Essential	Application Form Interview
An understanding of the various qualities required to work effectively with people with learning and physical disability	Essential	Application Form Interview
An understanding of the various qualities required to work effectively with multi-agencies and teams	Desirable	Application Form Interview
Knowledge & experience of working with others to develop service plans that reflect their aspiration and need.	Essential	Application Form Interview
A sound awareness of the principles of POVA and safeguarding in general	Essential	Application Form Interview
Knowledge of the principles of confidentiality in communication, record keeping, information sharing and Data Protection	Essential	Application Form Interview

Shortlisting Criterion	Weighting	How Measured
Willingness to undertake opportunities for appropriate learning and development as identified by the manager	Essential	Application Form
An understanding of and a willingness to abide by professional codes of conduct and practice set out by Care Council for Wales	Essential	Interview
Own a full clean UK driving license, have business use insurance	Essential	Application Form

If you have any questions or require further clarification, please contact the registered manager:

Mrs Cheryl Haskell: Tel 01291 425121

E-mail me at cherylhaskell@monmouthshire.gov.uk

Twitter: @cherylhaskell

Appointment to this post will be subject to satisfactory references and enhanced DBS check.