

Job Title	Range	Main Purpose of Job	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Support Worker	MPR3	To work as a member of a team providing care and support to adults with learning disabilities, mental health, and/or some physical health needs, in either the short breaks service or supported living. Assist in the development and implementation of support plans and providing social, physical, personal care, and emotional support to ensure the individual's support needs are met and their potential for independence is maximised. See Job Profile for full duties.		In addition to level A	In addition to levels A and B
			Qualifications - Educated to GCSE in English and Mathematics (level 5 or above) or equivalent and/or life skills experience. - Willingness to work towards a Level 3 Diploma in Adult Social Care (or a relevant equivalent) to be completed within 2 years.	Qualifications - NVQ/Level 3 Diploma in Health & Social Care (Adults) or a relevant equivalent. - Completion of Medication Administration, Epilepsy & Emergency Rescue Medication training and PEG management.	Qualifications Evidence of ongoing continuous professional development, for example researching specific health or cultural needs to support clients.
			Knowledge - An awareness and understanding of autism spectrum disorders, learning disabilities and complex health needs e.g., diabetes, PEG, and epilepsy. - Awareness of the Mental Capacity Act, Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Care Quality Commission (Registration) Regulations 2009. - Understanding of the principles of adult safeguarding.	Knowledge - Developed knowledge and understanding of Autistic Spectrum Disorders, learning disabilities and complex health needs e.g., diabetes, PEG, and epilepsy. - Good understanding of and ability to apply the principles of the Mental Capacity Act - Knowledge of internal procedures and policies to meet specific circumstances.	Knowledge - A comprehensive knowledge and understanding of Autistic Spectrum Disorders, learning disabilities and complex health needs e.g., diabetes, PEG, and epilepsy. - Knowledge of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Care Quality Commission (Registration) Regulations 2009. - Knowledge of the Care Act (2014), Mental Health Act (1983) and Mental Capacity Act (2014) - A sound knowledge of Adult Safeguarding responsibilities. - Knowledge to effectively manage and adhere to the correct processes relating to a medication error
			Experience Experience of paid, voluntary or educational work with people who require support with daily living activities.	Experience Demonstrable experience of working with people who have a learning disability or are living with autism in a health or social care setting.	Experience Experience of undertaking clinical procedures and/or direct work with people who have complex

				Ability to demonstrate development and implementation of support plans.	emotional needs and supporting less experienced staff.
			<u>Skills</u> - Ability to develop positive trusting relationships with service users to promote wellbeing and independence. - Proficient in the use of Microsoft Word, Excel, Teams and Outlook - Full UK driving licence or the ability to travel throughout Medway using public transport. - Ability to effectively communicate both orally and in writing with clients, their families and other healthcare professionals and stakeholders. - Ability to listen actively and respond appropriately to service users' needs. - Ability to provide personal, health, social and domestic support to service users to achieve stated outcomes. - Ability to support service users with daily expenditure in accordance with organisational procedures. - Demonstrable ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working.	<u>Skills</u> - Able to plan and participate in activities to achieve the outcomes of the support plan. - Ability to provide practical assistance and support in accordance with the support plan. - Ability to remain calm in challenging situations. - Ability to maintain accurate records and care plans. - Undertake PEG training, Epilepsy and Emergency medication training. - Administer daily medication in line with the medication policy and administer emergency medication if required E.G Buccal & Midazolam. - Ability to explain straightforward tasks to colleagues. - Ability to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems.	<u>Skills</u> - Ability to respond appropriately to challenging situations, de-escalating and mediating disputes between service users. - Ability to motivate and encourage service users' progress and independence. - Experience of providing support and guidance to less experienced team members. - Ability to adapt to changing needs and circumstances. - Ability to consistently demonstrate high quality care and maintain accurate medication records.
Deputy Manager	MPR 6	Assist the Registered Manager in the daily running of the of the respite and supported living services, ensuring	Required for this level	In addition to level A	In addition to levels A and B

		legislative requirements are met in order to provide a safe environment which promotes the emotional and physical well-being of the diverse group of adults residing within them. Support the Registered Manager in achieving best outcomes for adults whilst ensuring regulatory compliance with relevant bodies – including Care Quality Commission as well as Council policies and procedures. To be a part of a positive culture of continuous improvement and assist in the development of providing high quality care and support to adults. Positively promote independent living and social inclusion, ensuring that the service users engage effectively with agreed support plans and contribute to the review, research, and evaluation of the team to ensure a high-quality service is delivered. To deputise for the Registered Manager in their absence and ensure the smooth running of the service. To provide out of hours support to the services, offering emergency advice and guidance to staff and take the required actions in an emergency or crisis. See Job Profile for full duties.	<u>Qualifications</u> • Educated to GCSE Level or equivalent in English and Maths (level 5 and above) • Level 3 Diploma in Social Care or equivalent. • Level 3 in Supervisory and Management or equivalent. <u>Knowledge</u> • A detailed understanding of the needs of people with learning disabilities. • A good knowledge of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Care Quality Commission (Registration) Regulations 2009. • A good knowledge of the Care Act (2014), Mental Health Act (1983) and Mental Capacity Act (2014) • A good understanding of Health & Safety Legislation (HASW 1974) and GDPR requirements. • A detailed understanding of Adult Safeguarding responsibilities. • An understanding of budgeting, forecasting and financial monitoring. • Knowledge and understanding of equality and diversity and promotes this across the team.	<u>Qualifications</u> • Completion of Medication Assessor training. <u>Knowledge</u> • Comprehensive knowledge of safeguarding policies and procedures, including understanding reporting processes and signs and symptoms of abuse. • A good working knowledge of Health and Safety provisions and the process of managing risk. • Knowledge of assessment and care planning to meet the identified needs of adults. • Knowledge of the Council's financial regulations and procedures.	<u>Qualifications</u> • Working towards Level 5 Diploma in Leadership and Management (Adults). • Evidence of continuous professional development. <u>Knowledge</u> • A good understanding of the responsibilities of the Registered Manager and Responsible Individual. • An understanding of the quality assurance processes and systems. • Up to date knowledge of changes across the adult social care sector and the impact on those we support.
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			<u>Experience</u> • Previous experience of working within the care sector – specifically Adult Social Care. • Demonstrable experience of working directly with adults with learning disabilities, autism spectrum disorder and/or complex health needs and/or emotional/behavioural difficulties. • Demonstrable experience of working in a supervisory or management role. • Experience in managing adequate staffing levels and shift management. • Experienced in developing and working with outside partners and other professionals, liaising with services and agencies including health colleagues, ASC colleagues and Housing. • Experience in undertaking recruitment and selection user safer recruitment guidance. • Experience in participating in multi-agency meetings. • Experience in safeguarding vulnerable adults who lack capacity to ensure care is provided in accordance with best interest and statutory responsibilities • Experience of providing and recording supervision. • Experience of empowering service users to influence and challenge the provision of support provided.	<u>Experience</u> • A minimum of 2 years’ experience of working within an Adult Social Care setting as a Deputy Manager. • Experience in leading staff meetings. • Confident in dealing with unusual situations where there are no recognised procedures in place. • Experience of contributing to effective financial management within a limited budget.	<u>Experience</u> • A minimum of 3 years’ experience of working within an Adult Social Care setting as a Deputy Manager. • Experience of reviewing incidents, taking action where appropriate, using lessons learned following an incident to recommend any required changes. • Experience in leading multi-agency meetings. • Experience of representing the team on behalf of Registered Manager. • Experience in improving outcomes for service users and ensuring a positive experience within services.
			<u>Skills</u> • Demonstrable ability for developing positive relationships with stakeholders. • Ability to understand customers’ needs and manage expectations. • Ability to lead, motivate and encourage other employees	<u>Skills</u> • Ability to provide support to colleagues as an Assessor of Medication Competency. • Ability to undertake a range of written and numerical tasks, e.g. accurately recording information, writing reports,	<u>Skills</u> • Ability to update policies and procedures within own service area. • Uses highly developed communication skills with an awareness of alternative forms of

			providing direction, monitoring progress and empowering other to achieve objectives. • Ability to effectively manage competing priorities working to required timescales. • Ability to supervise and develop knowledge with colleagues • Ability to value diversity and maximise people's potential. • Ability to manage time effectively, setting objectives and meeting deadlines. • Aptitude for analysing information, considering options to respond and adapt to new ways of working. • Capacity to contribute to and implement service improvement. • Ability to use the appropriate communication methods with all stakeholders. • Full UK driving licence and access to a vehicle or ability to travel throughout Medway– the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability. • Ability to manage administration of medication in accordance with regulations. • Works independently, within defined procedures, and can work outside of procedures, making decisions without referring to a manager. • Proficient in the use of Microsoft Word, Excel, Teams and Outlook and willingness to learn other Council systems as required. • Ability to handle sensitive and confidential information in accordance with GDPR guidelines.	compiling risk assessments, incident and accident reporting. • Able to demonstrate resilience in challenging situations. • Able to maintain professional boundaries and to give advice and guidance to ensure that staff do likewise.	communications for people with disabilities. • Ability to act as an excellent role model for others. • Ability to contribute to training on specialist subject matters eg. PEG feeding, medication.
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Registered Manager	MPR7	Lead Provider Services in meeting all registration conditions by achieving full compliance with relevant legislation, including the Health & Social Care Act 2012 and the Care Act 2014 and adhering to government guidance, regulations, and standards, as well as the policies and procedures specific to the services. It is crucial to ensure that these requirements are thoroughly understood and consistently followed by the management team and all staff members. Oversee the smooth operation of the Provider Services, supervising and supporting the team in fostering a culture where the needs and preferences of vulnerable adults are at the forefront of all decision-making processes, actively encouraging the expression of their views and ensuring that their wishes and feelings are respected and taken into account in all aspects of their care. Model and promote a therapeutic approach to working with individuals, which is both trauma-informed and relationship-based. This approach emphasizes understanding the impact of trauma on individuals and building strong, supportive relationships to aid in their recovery and well-being. Establish and maintain effective relationships within the Local Authority and with external stakeholders and partners, including working closely with the Care Quality Commission (CQC) as the regulator of the services, ensuring that all regulatory requirements are met and that the highest standards of care are maintained.	Required for this	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> • Willingness to undertake and complete Level 5 Diploma in Leadership and Management Health & Social Care Adults or equivalent within 18 months. • Registered with CQC as the Registered Manager and ability to fulfil and meet the obligations set out in CQC quality standards. • NVQ Level 3 / Level 3 Diploma in Supporting Adults or equivalent qualification • Education to GCSE or equivalent in English and Maths (level 5 or above)	<u>Qualifications</u> • Level 5 Diploma in Leadership and Management or equivalent as recognised by Care Quality Commission • Completion of Medway Manager programme	<u>Qualifications</u> • Evidence of ongoing professional development.
			<u>Knowledge</u> • Comprehensive understanding and knowledge of the CQC Single Assessment Framework, Quality Standards and what is required to meet or exceed the requirements. • Comprehensive knowledge and understanding of Autistic Spectrum Disorders and displayed behaviours, learning disabilities and complex health needs, e.g. mental health, diabetes, PEG feeding, epilepsy, asthma. • A good understanding of the standards required for the monitoring, safe storage and administration of medication. • Assessor trained in medication. • Developed knowledge of assessment and care planning to meet the identified needs.	<u>Knowledge</u> • Comprehensive knowledge and understanding of the issues facing adults with disabilities. • Comprehensive knowledge of safeguarding policies and procedures, including understanding reporting process and signs and symptoms of abuse. • An understanding of the Council's complaints procedure. • Comprehensive knowledge of the medication procedures. • An understanding of Medway Council's financial procedures and regulations. • Up to date knowledge and understanding of changes to legislation and practices across the sector. • A good understanding of quality assurance processes and systems. • A good understanding of the responsibilities of the Responsible Individual. • A good working knowledge of Health and Safety provisions and the processes for managing risk.	<u>Knowledge</u> • Detailed understanding of the relevant legislation in particular the Care Act and Single Assessment Framework. • Detailed knowledge and understanding of the range of organisations and individuals working with adults, their roles and responsibilities, and how to effectively work with them.

			<u>Experience</u> • Substantial experience of direct working with adults, young people with disabilities and their families • Substantial level of managerial experience within an Adult Social Care setting. • Experienced in managing adequate staff levels, shift management and working time regulations. • Demonstrable experience and understanding of trauma informed care. • Experienced in developing partnership working with other professionals, liaising with other service providers and outside partner agencies. • Experience of effective financial management and forecasting within a limited budget and of contributing to wider financial decisions impacting on the service. • Demonstrable experience of reviewing incidents. • Experience in leading multi agency meetings. • Experience in undertaking recruitment and selection using safer recruitment guidance.	<u>Experience</u> • Experienced in contributing to quality assurance processes. • Significant experience of dealing with a diverse range of complex situations while prioritising the well-being of adults. • Demonstrable experience in responding to complaints and FOI requests in a timely manner. • Experience of working within internal policies and procedures and statutory responsibilities.	<u>Experience</u> • Experience of managing care planning practice in Adult Social Care. • Experience of supporting RI in managing CQC inspections. • Experienced in providing advice and guidance on established internal policy and/or external regulations/legislation. • Experienced in reviewing and contributing to the development of policies and supporting procedures
			<u>Skills</u> • Proficient in the use of Microsoft Word, Excel, Teams and Outlook and willingness to learn other council packages as required. • Full, clean driving licence for use in the UK. • Ability to lead, motivate and encourage other employees providing direction, monitoring progress and empowering employees to achieve objectives. • Able to deal effectively with emergency situations. • Can analyse and interpret complex information and situations.	<u>Skills</u> • Able to demonstrate good leadership and decision-making skills, including supervision. • Promote within the service knowledge and understanding of issues for adults with disabilities and their families. • Able to maintain professional boundaries and to ensure staff do likewise. • Able to demonstrate resilience in challenging situations. • Ability to effectively manage budgets and resources.	<u>Skills</u> • Ability to demonstrate commitment to improving outcomes for people using the Short Breaks & Supported Living Services. • Ability to plan and implement long term strategies for the service.

			• Uses highly developed communication skills to present complex / sensitive information in an understandable way, to a range of audiences with an awareness of alternative forms of communications for people with disabilities. • Works independently within defined procedures, and can work outside of procedures, making decisions without referring to manager where necessary. • Ability to develop positive relationships with families, team members and other relevant professionals. • Ability to actively participate in meetings relevant to the service. • Ability to undertake a range of written and numerical tasks, e.g. accurately recording information, writing reports, compiling risk assessments, incident and accident reporting. • Ability to appreciate and respond to the diverse, ethnic, cultural, and spiritual needs of the clients.	• Ability to develop solution and plans for the medium term, adopting an imaginative and innovative approach. • Appropriately manage challenging behaviour, in accordance with ethos and training.	
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