

BON ACCORD CARE JOB PROFILE

1 Job Details	
Job Title:	Service Supervisor / Occupational Therapy Assistant
Job Profile No:	
Grade:	Grade 11
Version Date:	November 2018

2 Job Purpose
Throughout Aberdeen city you will lead and participate in the provision of a high standard of person centred care and support for service users in a range of accommodation settings, including their own homes. You will contribute to the organisation and development of the team and service to promote good outcomes for service users and their carers.

3 Reporting Relationships
Assistant Manager / Occupational Therapist Service Supervisor / Occupational Therapy Assistant Support Worker

4 Outcomes
<p>The post holder will be expected to:</p> <ul style="list-style-type: none"> • Assess, plan, and review service user requirements to identify person centred outcomes, ensuring physical, social and emotional needs are included. • Assist in the development of services for the specific needs of service users • Promote, maintain and maximise independent living skills of service users • Work in partnership with family, carers, the Health and Social Care integrated team and any other agencies • Provide supervision, mentoring or guidance for staff • Ensure that all health and safety regulations are adhered to, including carrying out risk assessments, so that a safe and secure environment is provided • Report statistical information regarding service delivery • Carry out duties in accordance with relevant legislation, policies and procedures and national care standards and professional codes of practice • Have a proactive approach to continuous professional development and participate in individual, team and service development

5 Tasks and Responsibilities

The post holder will be expected to undertake a range of tasks as appropriate to the role and responsibilities. These may include all or some of the following but are not restricted to:

- **Health and Safety**
 - Day to day responsibility for health and safety of staff, service users, buildings/community.
 - Completion of Accident and Incident Reporting Forms
 - Completion of ASP Reporting Forms
- **Staffing**
 - Supervision and Appraisal
 - Workload Planning (arrange cover, shifts, allocation of work)
- **Personal Care**
 - Dressing
 - Showering
 - Toileting
 - Personal grooming
 - Assisting with feeding
 - Promote use of basic equipment and adaptations to facilitate personal care and enablement
- **Social Support**
 - Support service users to participate in social activities within care home or sheltered complex
- **Support Plans**
 - Assess, plan, review and update the support plan and report any concerns or issues identified to line manager
 - Undertake risk assessments
- **Medication**
 - Prompt, assist or administer medication as required
 - Audit client medication in line with company policy
- **Moving and Handling**
 - Use of moving and handling or assistive equipment which may include hoists
 - Key Handler training
- **Other Responsibilities**
 - Ensure concerns and complaints are appropriately managed
 - Ensure BAC Policies and Procedures are promoted and adhered to
 - Serving or Reheating Meals
 - Provide housing support including, reporting repairs, assisting with appointments and booking transport
- **Occupational Therapy Assistant Specific** (*in addition to those relevant above*)
 - Assessment and provision of minor and major items of equipment (as appropriate) to promote independent living
 - Assessment and provision of minor and major (as appropriate) adaptations to promote independent living).

6 Knowledge

The post holder needs to be able to demonstrate an understanding or experience of:

- The Health and Care Sector and the principles of providing care and support
- Adult Support and Protection legislation
- Health and safety in the workplace
- Assessments, reviews and support planning
- Supervision Skills
- Organisational and Planning Skills

7 Grade specific skills and competencies

The post holder is expected to demonstrate:

- The ability to promote dignity, respect, choice, independent living and work in an anti-discriminatory way
- The ability to assess, plan and review and maintain and develop clear and accurate records including risk assessments and support plans
- The ability to communicate effectively and work in partnership with service users, staff, carers, families and internal/external professionals to achieve improved outcomes for service users
- An ability to work as part of a team and provide leadership, supervision, guidance and support to other members of staff
- The ability to provide personal care to a range of people with support needs
- The ability to work proactively and with limited direct supervision, while at the same time recognising when matters need to be referred to a more senior manager
- The ability to work accurately with detailed information specifically around the management and administration of service users' medication
- The ability to meet deadlines
- Basic IT skills including the use of smart phones and Ipad's/Microsoft word
- The ability to move and handle both people and objects in a safe manner

8 Organisational Behaviours

The post holder is expected to display the following behaviours:

- **Quality**
 - Ensure that the services offered are the best they can be.
- **Integrity**
 - Respect the dignity and diversity of all of our customers and staff and always uphold people's rights.
- **Service**
 - Communicate with and listen to our customers in order to deliver the highest standard of service.
- **Pride**
 - Demonstrate pride when working for Bon Accord Care
- **Value**
 - Ensure services delivered give value for money and work efficiently.
- **Innovation**
 - Be open to new ideas and at the forefront of innovation in delivering care and enablement services.

9 Requirements of the Job

The post holder needs to hold as a minimum:

- Qualification required by SSSC SVQ 3 (no registration requirement for OTA staff)
- Protection of Vulnerable Groups Scheme Record (PVG) or willing to become a scheme member
- To have registered or undertaken registration with the SSSC where applicable
- PDA in supervision or willingness to work towards

The post holder may be expected to:

- Work to a shift pattern as required including evening, nights and weekend working
- Work at alternative locations as required
- Adhere to SSSC codes of practice, Bon Accord Care Policy and Procedures and relevant Legislation
- Lone work
- Travel to work locations in the city

10 Development

The post holder must have undertaken or be committed to undertaking the following mandatory training within a specified period:

- BAC Induction incorporating appropriate adult protection, people and object handling, customer care, food hygiene, infection control,
- Safe and legal training to Level 1 and Level 2 Role Specific
- Effective recording and reporting
- Effective communication
- Training and other development needs as appropriate
- OTA staff to have SVQ 3 or work towards this within an agreed time limit