**Job Description and Person Specification**

**Job Title:** Staff and Client Development Senior Supervisor

**Salary: £32,000 per annum**

**Benefits:** Pluxee employee benefits, generous 15 paid sick days and annual leave allowance of 33 days (inclusive of bank holidays, note the service is closed only on Christmas day, boxing day and new year's day), Employee Assistance Programme - with access to free counselling, legal advice etc. Work based pension contribution.

**Work Pattern:** Full time (Shift Work including some evening and Saturday with opportunities for overtime during peak periods).

**Hours:** 36 hours per week

**Location*:*** Based at HF Mencap (Within Hammersmith and Fulham and surrounding London Boroughs)

Staff are expected to support people with learning disabilities in the local community and across London as required.

**Reports to:** Manager

**About HF Mencap**

* **Our Mission:** To empower children and adults with learning disabilities and autism to get their voice heard, reach their potential and be included in their local community.
* **Our Vision:** We seek to promote the wellbeing and development of children and adults with learning disabilities and autism in all areas of their lives as well as supporting their families and carers.

 **Context**We are seeking a creative and challenge-driven individual passionate about making a positive impact. The ideal candidate can confidently make decisions under pressure.

Strong IT skills are essential for updating our rota system (BrightHR) and creating and reviewing risk assessments and support plans using Log My Care, while ensuring compliance with data protection laws.

Self-motivation and commitment to achieving optimal outcomes for those we support are crucial. You will collaborate with the Service Manager and MyLife Team to ensure high-quality support and compliance with health and safety standards. Your work should reflect HF Mencap’s values and focus on person-centred services.

All individuals accessing our services must receive support aligned with HF Mencap’s ethos and the best practices outlined in the Care Standards Act 2014.

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| **Job Role Overview** |
| **Main purpose of the role** | As a role model, you will demonstrate excellent support to individuals accessing our services. You will assist the Service Manager and Centre Supervisor in effectively teaching, supporting, and managing the support worker team. Your contribution will be vital in ensuring our services are well-led, safe, caring, effective, and responsive.* Your role will involve leading in creating and updating relevant risk assessments, support plans, and Personal Emergency Evacuation Plans (PEEPs).
* You will work with the MyLife team to create community inclusion plans or help with goal setting for our clients.
* You will be open to learning how to make information accessible through Easy Read formatting where needed.
* We want you to nurture and inspire individuals who join HF Mencap, contributing to the development of a skilled staff team that provides exceptional support services across the sector.
* Additionally, you will work with the team to gather feedback from our stakeholders—including people accessing our services, families, carers, and social workers—to help shape and improve service delivery.
* You will be required to adhere to both internal and external standards set by our funders and the Local Authority.
* While you have core responsibilities within this role, it is expected that you will adapt to meet the needs of the service. This may include undertaking support worker duties when necessary to maintain appropriate staffing levels.
* Your tasks may include providing personal care and supporting individuals with various disabilities as they participate in different activities offered at our Centre, as well as helping them access local community facilities.
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| **Core Responsibilities** | **Induction and Onboarding:****-** Deliver thorough induction sessions for new recruits to ensure a smooth onboarding process, familiarising them with organisational policies, procedures, and expectations. This may include demonstrating best practices during their two-week shadowing period.**Responsive and Person-Centred Care:**- Carry out your work in a responsive, inclusive, and person-centred manner**.** **Centre Supervision:**- Cover for the centre supervisor as required to maintain the smooth daily operation of the Support Service.**Probation and Staff Supervision:**- Monitor upcoming probation review dates and notify the manager accordingly. Conduct supervision and review meetings with support staff, setting clear targets and evaluating progress toward achieving them. **Reflective Practice:**- Lead support staff in using reflective practice to enhance their learning and development.**Rota Management:**- Update the rota using relevant systems to provide coverage for the MyLife Centre manager as needed.**Data Protection:**- Handle private and sensitive information by following the correct data protection protocols.**Standards of Care:**- Ensure you and your support staff offer the highest standards of care and support to each person accessing our services.**Documentation:**- Ensure all documentation related to an individual’s needs and choices is current, comprehensive, represents the views of the person and their family, and is used daily to inform practice. **Community Engagement:**- Ensure you and your staff assist and encourage individuals to engage in community life, develop and maintain relationships, explore leisure options, learn life skills, and express themselves.**Risk Assessments:**- Complete and document risk assessments as needed.**Health and Well-Being:**- Promote the health, safety, and well-being of the individuals we support while respecting their personal choices and empowering positive risk-taking. **Collaborative Culture:**- Develop a collaborative working culture that benefits the individuals we support.**IT Utilisation:**- Make full use of IT systems and support staff in maximising their use in their roles.**On-Call Phone Management**: -You will be jointly responsible for managing the on-call phone, used within the centre and held by supervisors to address inquiries from parents and staff. This responsibility is shared with another supervisor and includes maintaining the phone during out-of-hours periods. The on-call phone remains active 7 days a week, and you will ensure timely and appropriate responses to calls during your designated shifts.**Confidentiality:**- Always maintain confidentiality.**Community Involvement:**- Recognise the importance of community involvement for the individuals you support. Actively promote their participation in the local community by organising and scheduling engaging community outings.**Flexibility:**- Work flexibly to respond to the needs and wishes of the individuals you support, which may include completing on-call duties and being away from home as required.**Safeguarding:**- Protect the individuals being supported from abuse and poor practice by undertaking Safeguarding Adults Training to understand how, when, and to whom to report concerns.**Personal Care:**- Support individuals with personal care requirements, including supporting them with toileting needs, the use of hoists, and PEG feeding (training will be provided).**Flexible Responsibilities:**- Understand that the nature of the work involves unpredictable and varied responsibilities. All employees are expected to work flexibly to cover tasks not specifically outlined in their job description.**Client Referrals:**- Take the lead on referring new clients and collaborate with families, carers, and social workers as needed, particularly in the Service Manager's absence.  |

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| **Qualifications/Skills/Experience**  |
| **Education and Qualifications/ Experience/ Skill Requirements Knowledge Requirements** | **Must-Have Qualifications and Skills*** Hold a Level 3 Diploma in Adult Care or equivalent.
* Willingness to work towards a Diploma in Health and Social Care Level 4 while in post.
* Hold a minimum of 2 years' experience as a supervisor.
* Proven experience in clear and effective communication.
* Knowledge and experience of managing workplace conflict through effective communication before escalation to senior management.
* Experience in monitoring and maintaining accurate and up-to-date records (both electronic and paper).
* Proficiency in Microsoft Office (Word), Publisher, Email etc.
* Ability to work independently as well as collaboratively within a team.
* Commitment to personal development and the development of others.
* Qualities such as sensitivity, patience, and trustworthiness.
* Experience in conducting risk assessments.
* A commitment to providing exceptional services to individuals with learning disabilities.
* A desire to support individuals in leading independent lives.
* Commitment to implementing equal opportunities.
* Ability to work effectively under pressure.
* A strong character to handle challenging situations professionally and constructively.

**Nice-to-Have Qualifications and Skills*** Experience within the social care sector and working with people who have learning disabilities and or autism.
* Understanding of health and safety issues.
* Knowledge of food hygiene and personal hygiene practices.
* Experience in driving culture change within teams.
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