



# Daughters of Charity Disability Support Services

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>SOCIAL CARE LEADER / PIC</b>
<b>RESPONSIBLE TO:</b>	<b>THROUGH CO-ORDINATOR/ FACILITATOR TO SERVICE MANAGER</b>
<b>EMPLOYING AUTHORITY:</b>	<b>DAUGHTERS OF CHARITY</b>

## FUNCTION

The Social Care Leader / PIC is responsible for the overall management of the house within their responsibility. Ensuring implementation of the programme of total care and safety of each person with an intellectual disability in their care in a 24 hour setting.

## DUTIES AND RESPONSIBILITIES

1. Ensure that an environment is created that is conducive to the well being of the service users.
2. To ensure that the high standards of professional care are maintained at all times.
3. To create and maintain good inter-personal relationships in all areas of work.
4. Initiating, maintaining and co-ordinating care, training, treatment and education programmes for Service users.
5. Ensure active participation in religious programmes and that they are in accordance with the ethos of the Daughters of Charity.
6. To promote self development, independence and the individuality of each Service User placing an emphasis on their social education and development within residential service guidelines.
7. To teach and encourage each Service User to be actively involved in cleaning, hygiene, cooking, washing and caring for their clothing.
8. Undertaking all aspects of home management.

**...../Social Care Leader**

9. Maintaining good order and organisation in the house at all times, especially in housekeeping, cleanliness and hygiene.
10. Ensure that well balanced diets are provided for Service Users.
11. To promote good relations with the local community.
12. Ensuring that staff within the house are aware of the proper use and care of all equipment, and keeping inventories of all supplies, stocks and provisions.
13. Ensure that each person with an intellectual disability is treated with the utmost respect and dignity.
14. When employed as a Social Care Leader with a particular professional qualification, the functions associated with the profession may form part of the job function.
15. Ensuring that the service users attend at the appropriate training school or work place at the time stipulated; to report on progress of training, when required.
16. Encouraging and participating, where appropriate, in social and recreational activities within and outside of the house.
17. To take service users to day and other activities in mini bus or public transport as necessary.
18. Keeping professionally competent.
19. Liaise with parents and families as required.
20. Ensure that correct procedures are adhered to relating to the storage, administration and safe keeping of drugs.
21. Preparing reports and keeping accurate records in relation to service users. Attending case conferences as required.
22. Participating in in-service training and attending professional meetings as required.
23. Be familiar with service policies and procedures particularly the community care procedures, ensure that they are implemented and maintained.
24. Keeping the community care co-ordinator / facilitator aware of the day to day situations within the home.
25. Responsible for budgeting within house, ensuring that agreed budgets are not exceeded and that accurate records are kept relating to same.

**...../ Social Care Leader**

26. Responsible for service users pocket and other money ensuring accurate records are kept of expenditure.
27. Ensuring that in the event of accidents that they are fully investigated and written reports forwarded as appropriate.
28. Implementation of the health and safety policy in accordance with the safety statement of the service. Ensure that all personnel are familiar with emergency and other operational procedures and regulations.
29. Ensure that economy is exercised in relation to house supplies and equipment.
30. Arrange regular house meetings with staff team in the house.
31. Maintain the highest standards of confidentiality at all times.
32. Ensure that personnel are effectively deployed and motivated.
33. Maintain a high standard of work performance, attendance, appearance and punctuality at all times.
34. Ensure that good working relationships are maintained with colleagues at all times.
35. Development of good working relationships with colleagues.
36. Orientation of new staff to their duties and ensure that regular reports on performance are given to community care facilitator/co-ordinator during probationary period.
37. Ensure that annual leave is planned in accordance with Residential Service guidelines.
38. To provide effective leadership for staff within the house.
39. Ensuring that all staff allocated to the House are made aware of their duties. Monitor employee performance, ensuring it is in accordance with professional standards, carrying out performance appraisal reviews ensuring these are returned by required date.
40. Participate in Service Annual Performance Review System
41. Any other duties as may be assigned from time to time.

The above job description is not intended to be a comprehensive list of duties and responsibilities and consequently the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post when in office. This job description may change in line with the changing needs and objectives of the Daughters of Charity Disability Support Services.

## Core Competencies

### Quality Service

- Pro-active and uses Initiative.
- Undertakes holistic approach to ensure the best possible service is provided.
- Ability to encourage and develop quality led practice initiatives.
- Demonstrates an ability to evaluate, audit and review practice
- Provides a flexible service that is responsive to the needs of the service user, colleagues and service.
- Optimises resources within own areas to achieve appropriate outcomes.
- Identifies and prioritises the requirements of change within own service area at all times considering how it will affect other parts of the organisation.

### Planning & Organising

- Effective use of time focussed on managing self and developing others in a busy working environment.
- Sets clear, realistic goals and targets for self and others.
- Keeps appropriate and accessible documentation.
- Utilises established systems and processes for prioritising and delivering on tasks.
- Delegates effectively to ensure objectives are met.
- Consistently focuses work effort to where it will have most impact.
- Anticipates Problems and issues and takes preventative action to address these.
- Demonstrates an ability to plan and deliver care in an effective and resourceful manner within a culture of person-centeredness.
- Advance planning to ensure adequate resources are available.
- Effective and efficient utilisation of resources.

### Professionalism

- Deals fairly and consistently with others.
- Approachable and accountable and professionally courteous with others.
- Shows ability to work under pressure; handles stress in a constructive manner.
- Self-aware; recognises own response while retaining objectivity.
- Is cognisant of own strengths/limitations, and scope of one's practice.
- Shows resilience; keeps others focussed on a successful outcome.
- Maintains appropriate level of visibility.
- Maintains highest standard of confidentiality in all areas of work.

### Continuous Learning & Development

- Participate in the Service Development Review System.
- Organises and structures department to create a continuous learning environment.
- Creates "on the job" opportunities to address staff learning needs.
- Demonstrates application of theory to practice and influences staff in this regard.
- Encourages colleagues/team to undertake a broad range of development initiatives and to maintain an active performance development plan.
- Mentors, coaches and provides constructive feedback on performance to staff in order to improve capability and confidence.
- Acknowledge staff strengths and achievements.

### Organisational Knowledge

- Familiar with Health Service trends related to area of discipline.
- Understands the contribution of each department to the organisational goals and objectives
- Uses knowledge of mission, values and service structures to deliver on organisational goals.
- Understands health strategies relevant to own discipline.

### **Innovation & Creativity**

- Works within teams to maximise the number of ideas and creative inputs for best outputs.
- Encourages others to 'think outside the box'.
- Generates new ideas that have a positive impact on the department/service and its ultimate success.
- Creates an environment where people are encouraged to put forward ideas, experiment and learn from their mistakes.
- Challenges the status quo to ensure areas for improvement are identified and addressed
- Proposes new approaches, methods or technologies.

### **Leadership Potential**

- Inspires others to consistently perform at a high level and achieve their potential.
- Is approachable and treats people in a fair and consistent manner in order to gain trust.
- Is seen as an effective leader, setting high standards of behaviour for others to follow and addresses inappropriate behaviour.
- Coaches others in maintaining a flexible approach to their work.
- Embraces change and looks for ways to make positive changes within the team.
- Ability to understand how individuals, at all levels, operate and applies this knowledge to achieve change objectives in the most efficient and effective way.
- Seizes opportunities to influence the future direction of departments and the overall business.
- Encourages, inspires and supports others to deliver successful outcomes through change.
- Is politically attuned, knowing when to communicate with key stakeholders.
- Understands importance of getting input and buy-in from others when making decisions.

### **Problem Solving & Decision Making**

- Is comfortable making decisions with incomplete or uncertain information
- Has basic finance and budgeting knowledge and draws on this to make decisions when applicable.
- Understands the effect of ones decision on colleagues/service users, departments and the organisation.
- Anticipates probable consequences of decisions.
- Consults with others to improve decision making.
- Takes a proactive approach to problem solving and able to recognise early warning signs of potential problems and takes pre-emptive action.
- Demonstrates a reflective approach when dealing with problems, carefully evaluating different options/solutions.
- Able to act quickly to address urgent matters.

### **Team work**

- Fosters a collaborative working team with complementary strengths.
- Recognise the talents and contributions each team member brings to the work environment.
- Proactively develops and nurtures workplace relationships.
- Utilises team skills and attributes in achieving goals.
- Encourages input from all team members.

- Adapts interpersonal style to engage all members of the team.
- Identifies areas of potential conflict within the team and takes steps to resolve it.
- Is open and approachable to discuss issues.

**Communication & Interpersonal Skills**

- Supports a culture of open communication to maintain a climate of trust and honesty.
- Communicates at all levels, both internally and externally.
- Supports ideas with appropriate research and information to persuade others.
- Focused Listening: Gains' understanding through accurately clarifying what was heard.
- Shares information within – and to – other sections and departments in an open timely manner.
- Delivers presentations to groups with confidence and credibility.
- Documents important relevant communications.
- Facilitates two way communications between conflicting parties.
- Uses an appropriate business writing style.