

*The CRC delivers a range of services to children and adults with disabilities both nationally and locally through our centres in Dublin, Limerick and Waterford and our Outreach Services. The mission of the CRC is that by working together we make a positive difference to the lives of people with disabilities, their families and carers. Our vision is that people with disabilities achieve their potential and live full lives as equal and valued citizens.*



## **Senior Community Support Worker Coolock Local Centre & Community hubs**

*Permanent contract, Full time 39 hrs per week, flexibility to work evenings and weekends essential. Moving to Monday to Sunday Rosters 8am to 8pm.*

Senior Community Support Workers have responsibility for supporting the individual goals of adults through a Person-Centred Planning (PCP) process based on HSE New Directions Policy, as well as providing individualised personal care support as required. The successful applicant will additionally assist the Manager in the day-to-day operations of the centre and community hubs. This is an exciting opportunity for individuals working in the disability sector to progress their career and gain management experience.

Applicants for this position should have the following essential criteria:

- Have a relevant qualification in Social Studies/ Healthcare/ Intellectual Disability Level 8 or relevant QQI Level 8 qualification
- Three years' experience of working with adults with disabilities
- A working knowledge of the New Directions policy, HSE Safeguarding Vulnerable Adults and the HSE Framework for Person Centred Planning
- Have practical experience of co-ordinating / managing staff
- The management of all aspects of personal care
- Have a good awareness of health & safety issues, assessment and management of risk
- Excellent IT skills to include Microsoft Outlook, Excel and Word applications.

The following criteria are desirable but not essential:

- A Management Qualification Level 6 or above
- Supporting adults with significant feeding and swallowing difficulties, including specific supports such as suctioning
- Have the ability to plan and implement suitable activities in partnership with adults
- Ability to work on their own initiative
- Excellent written and verbal communications skills
- Be a creative and innovative team member with a strong commitment to the empowerment of people who have a disability

Informal enquiries to Aleksandra Kozka, Coolock Local Centre Manager, mobile: 0870568107. Department of Health Salary Scale, Supervisor/Instructor; Salary range full time € 30,759 to € 46,078 per annum. Applicants must demonstrate in their CV and supporting documentation how they meet the above criteria as short-listing will apply.

*Please forward a letter of application quoting relevant reference number **CRC114/22** with a full CV to; Human Resources Department by email to [recruit@crc.ie](mailto:recruit@crc.ie) or through Irish Jobs. Applications must be received on or before 5pm, Wednesday, 30<sup>th</sup> November 2022. Interviews are going to take place week 12<sup>th</sup> – 16<sup>th</sup> December 2022.*

## CENTRAL REMEDIAL CLINIC

### JOB DESCRIPTION

<b>Job Title and Grade</b>	<b>Senior Support Worker - Local Centre Coolock</b>
<b>Location of Post</b>	This post is based in Coolock and Community hubs. The CRC has other locations in Dublin, and the post holder may have to travel to other sites.
<b>Details of Service</b>	<p>Provision of</p> <ol style="list-style-type: none"> <li>1. Individualised outcome-focussed supports to allow adults using our service to live a life of their choosing in accordance with their own wishes, needs and aspiration (as in line with current legislation and policies e.g. New Directions).</li> <li>2. varied, meaningful and purposeful activities.</li> <li>3. support of personal care needs.</li> </ol>
<b>Reporting Relationship:</b>	The post holder will report to: Manager of the Local Centre. In his/her absence the Head of Adult Services.
<b>Key Working Relationships:</b>	<p>The post holder will:</p> <ul style="list-style-type: none"> <li>• Work with adults who attend and use the service.</li> <li>• Work with colleagues and the centre Manager.</li> <li>• Liaise with other colleagues in the CRC, HSE and the wider community to support the individual's needs and requirements.</li> <li>• Liaise with family with permission of individual adults attending the centre</li> <li>• External Organisations such as CDETB, Leargas and SDCC</li> </ul>
<b>Purpose of the Post</b>	<p>The post holder will be expected to:</p> <ul style="list-style-type: none"> <li>• Deputise for the manager in the day to day management in his/her absence or in such duties as are delegated to him/her.</li> <li>• Supervise and support staff, as requested/required.</li> <li>• Deliver and monitor a high standard of personalised supports and services, in terms of supporting people to live a life of their choosing.</li> <li>• Carry out day to day administration tasks as assigned.</li> <li>• Deliver and monitor a high standard of personal care and support as required.</li> <li>• Act as a Key Worker to individual adults attending the centre</li> <li>• Support the implementation of a person centre approach to service delivery</li> <li>• Ensure progression with CRC's strategic planning for adult services particularly in the area of New Directions and Advocacy</li> </ul>
<b>Principal Duties and Responsibilities</b>	<p><u>Responsibilities / Duties:</u> Deputise in the Manager's Absence</p> <ul style="list-style-type: none"> <li>• Ensure that the daily operation of the centre take place as per agreed standards/policy.</li> <li>• Be aware and follow all CRC and centre policies in terms of risk, report writing etc.</li> <li>• Be the responsible person for queries, phone calls etc.</li> </ul>

<p><b>Principal Duties and Responsibilities (cont.)</b></p>	<ul style="list-style-type: none"><li>• Attend Management meetings and other meetings, as required.</li><li>• Interview potential candidates for positions in the centre as requested by HR/manager.</li></ul> <p>Supervise and Support Staff</p> <ul style="list-style-type: none"><li>• Support and mentor staff as appropriate and/or requested by the line manager.</li><li>• Ensure that staff carry out their duties in accordance with the requirements of the manager and all procedures already agreed.</li><li>• Ensure that the dignity, rights, choices and confidentiality of adults attending the centre, are respected at all times by staff and that staff always deal with situations with sensitivity and understanding.</li><li>• Assist and advocate for the ongoing training and up skilling of staff.</li><li>• Consult with the Manager on any aspect of staff duties and responsibilities that give cause for concern, require attention or are brought to his/her attention.</li><li>• Assist the Manager in the allocation of duties to staff and, in consultation with the Manager: support the development of new programmes and approaches to service delivery in line with new legislation and policies (e.g. New Directions).</li><li>• Assist in the orientation of new staff, as requested by the line manager.</li><li>• Assist in the supervision and support of agency staff, volunteers and students.</li></ul> <p>Deliver and Monitor Personalised Supports at a High Standard</p> <ul style="list-style-type: none"><li>• Support, advocate for and guide service changes in line with new legislation and policy changes (e.g. New Directions – community based individualised supports).</li></ul> <p>Carry out Administrative Tasks</p> <ul style="list-style-type: none"><li>• Carry out administrative duties as required, including report writing, correspondence with outside agencies and maintenance of files/records</li><li>• Draft and plan of daily staff rosters, weekly timetables etc. as agreed by the Line Manager.</li><li>• Manage petty cash, and other tasks as/if requested by the line manager.</li></ul> <p><i>As per Duties and Responsibilities that all staff are responsible for, the Senior Support Worker is also responsible for the following:</i></p> <p>Initiate Deliver and Manage Certain Activities as directed by the Manager.</p> <ul style="list-style-type: none"><li>• Assist in the planning, organising and carrying-out of activities and taking cognisance of the wishes of the group in the provision of activities.</li><li>• Ensure that adequate preparation and planning is undertaken in the provision of activities.</li><li>• Be responsible for ensuring that adequate personal care is provided while activities are taking place.</li></ul> <p>Deliver and Monitor Personal Care to Adults of the LC Under the Guidance of the Manager.</p> <ul style="list-style-type: none"><li>• Respect the dignity, rights and confidentiality of adults attending the centre.</li></ul>
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	<ul style="list-style-type: none"><li>• Implement programmes of care and other person centred programmes as agreed with the Manager.</li><li>• Apply policies and practices of the organisation as applicable to the care of the adults attending the centre</li><li>• Consult regularly with adults in the centre as to their individual care needs and preferences and making every effort to respond to these in a sensitive and appropriate manner.</li><li>• Be aware of the changing needs of adults attending the centre and inform the Manager of any changes that are of concern or that require particular attention.</li><li>• Treat carers and family members with dignity and respect.</li></ul> <p>Act as Key Worker for Adults attending the LC.</p> <ul style="list-style-type: none"><li>• Take particular responsibility for a designated key group of adults attending the centre, as assigned by the Manager. This involves being aware of the adult's personal circumstances and individual needs, advocating on their behalf if requested and recording their progress in the centre.</li><li>• Be prepared to discuss with adults in the centre and if necessary and with the adults consent, their families and carers, any matters relevant to their care, personal development and future. The Manager must be consulted before contact is made with the carer.</li><li>• Report to and consulting with the Manager on all matters relating to the care and interests of the adults attending the centre that are brought to his/her attention.</li><li>• Facilitate adults attending the centre to explore personal choices and options.</li><li>• Liaise with other CRC staff members and /or other agencies if requested by the adults attending the centre and agreed by the Manager.</li><li>• Participate in community outings, social evenings, overnight trips or short holidays.</li></ul> <p>Be an Active Member of the LC Staff Team.</p> <ul style="list-style-type: none"><li>• Participate and be actively involved in regular meetings with the Manager and staff team meetings.</li><li>• Work co-operatively with all the staff team so as to provide a high quality service.</li><li>• Co-operate with the Manager in any review of policies and procedures of the LC and the CRC.</li><li>• Ensure that LC premises are maintained as a suitable and stimulating environment for the adults attending the centre.</li></ul> <p>Engage in Training and Development</p> <ul style="list-style-type: none"><li>• Participate in continuous professional development (CPD) which may include up-skilling and further certified training courses/ programmes relevant to current post</li><li>• Assist in the supervision and training of volunteers, students and any other staff at the request and under the guidance of the Manager.</li><li>• Attend training, seminars, conferences, courses as appropriate to post and as approved / directed by the centre manager.</li></ul> <p>Risk, Health and Safety</p>
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	<ul style="list-style-type: none"> <li>• Comply with Health and Safety regulations and the Safety Statement of the CRC &amp; LC.</li> <li>• Comply with all CRC policies and procedures.</li> <li>• Ensure that the maintenance and general care of equipment, materials etc. are carried out.</li> <li>• Staff in LC centres may have additional duties around the security of the centre e.g. opening up &amp; locking up and key holding and ensuring the security of the centre.</li> </ul>
<p><b>Skills, competencies and/or knowledge</b></p>	<p>The candidate must demonstrate:</p> <ul style="list-style-type: none"> <li>• Excellent overall communication and interpersonal skills, including report writing.</li> <li>• Leadership abilities.</li> <li>• Flexibility, adaptability and openness to working effectively in a changing environment.</li> <li>• The ability to work and communicate effectively in a team environment.</li> <li>• Ability to work on own initiative</li> <li>• Practical experience of co-ordinating / supervising staff</li> <li>• Excellent IT skills to include e-mail, word and excel.</li> <li>• Good awareness of health &amp; safety issues, assessment and management of risk</li> <li>• Be a creative and innovative team member with a strong commitment to the empowerment of people who have a disability</li> <li>• The ability to act as a Key Worker and plan activities where required.</li> <li>• Working knowledge of New Directions policy.</li> <li>• Experience supporting adults with significant feeding and swallowing difficulties, including specific supports such as suctioning or be willing to engage in training when in post</li> </ul> <p>Professional Knowledge &amp; Experience</p> <ul style="list-style-type: none"> <li>• Three years' experience working with adults with physical and sensory disabilities</li> <li>• Have a minimum of Social Studies or other relevant qualifications to QQI Level 7 or above</li> <li>• Knowledge of relevant legislation and policies (e.g. New Directions, Assisted Decision Making Capacity Act 2015, Convention on the Rights of People with Disabilities etc.).</li> <li>• Have practical experience of co-ordinating / supervising staff</li> </ul> <p>The above Job Description is not intended to be a comprehensive list of all duties involved 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 while in office.</p>