

## JOB ROLE PROFILE

**Generic Job category: Care and Support** roles are customer facing, front-line delivery roles that require specific knowledge and skills relating to a specific subject area and that are aimed at delivering support services to a variety of clients and in a range of settings.

Post Title and Number: Senior Enablement Worker

Present Grade: 5 \_\_\_\_\_ Dept: Independence and Wellbeing

Service/Section/Team: Enablement

Reports to (title): Assistant Enablement Manager

Standard hourly rate: £13.03

To apply to join the Talent Bank for this role - Please complete your C.V detailing work experience and qualifications and email to [talent@iwenfield.co.uk](mailto:talent@iwenfield.co.uk)  
All areas will be explored further if your application proceeds to interview stage.

Please note this work is being offered on an "as and when" basis and you will not be an employee of Independence & Well Being.

We look forward to receiving your application.

### Purpose of the Role:

Provide high quality and comprehensive support to the service user and empower them to plan, work towards and achieve their care and health outcomes.

Contribute to efficient service delivery as an individual and as part of a team, in accordance with local policies procedures and legislation.

Support our customers to maximise independence and enablement potential by assessing needs and developing personalised enablement plans to achieve desired goals, as well as balancing risks by developing risk assessments.

To use trusted assessor training and work with Occupational Therapists to prescribe appropriate equipment to support customers to maximise their enablement potential.  
To work in line with the CQC fundamental standards to provide high quality care.

To be flexible to the needs of the service to avoid delayed hospital discharges.

### Supervisory responsibility:

No direct supervisory responsibility, but would be expected to assist with the induction of staff, including on the job training of colleagues.

### Key Accountabilities:

1. As required within the service, work with service users to assess, design, plan, implement and support care plans/management of cases as directed by the line

manager in order to maximise individual service user opportunity and development.

2. Assist with establishing, developing and sustaining effective working relationships with service users.
3. Provide appropriate and practical assistance and support to meet the needs and requirements of service users, individually and as a team.
4. As agreed within the service to undertake the role, duties and responsibilities of a key/case worker.
5. To assist the Manager/Team Leader in ensuring that service users have appropriate access to advocacy and where appropriate to the service, are empowered to self advocate.
6. Actively support and promote the inclusion and participation of service users using a range of interventions e.g. group work, user participation.
7. As discussed with the line manager, undertake relevant training and contribute to team workshops and other learning opportunities to promote good practice.
8. Co-operate and work with other professionals, carers and professional agencies involved in supporting service users and their families.
9. Be an active and constructive member of the team and assist in planning and implementation of events, groups and outcomes that achieve positive outcomes for the service and service users.
10. Work effectively to meet goals and targets and work to required deadlines, adhering to Departmental/service specific procedures, systems and policies i.e. Medication Policy, Enfield Council's Code of Conduct and related policies i.e., Equalities & Diversity, Data Protection, Confidentiality etc.
11. Comply with Enfield Council's financial regulations and be aware of the resources available within the specialist area, including other sources of funding so that maximum benefit is obtained for service users within budget.
12. Comply with a range of statutory requirements and legislation as directed by the line manager.
13. Comply with Enfield Council's data management policies and maintain accurate and up to information using the electronic recording system.
14. Carry out all accountabilities in compliance with the Independence & Well Being/ Enfield Council's Policies and Procedures.

The range of outcomes we expect you to do are set out above, however this is not intended as a complete description of your job. We reserve the right to ask you to undertake any tasks that are consistent with the grade to ensure effective service delivery. This may include working in any other service areas, including the Customer Access Service, and /or vary hours of work, as may be reasonably required of you.

### Key Relationships (Internal and External):

The post holder will be required to work with:

- Service users
- Other members of staff within Independence & Well Being
- Health colleagues
- Providers
- Carers
- Enfield Council departments
- Families of service users
- Agencies
- Care Quality Commission

### Equality and Diversity:

Independence & Well Being has a strong commitment to achieving equality in its service to the community and the employment of people and expects all staff to understand, comply with and promote its policies in their own work.

### Health and Safety:

The post holder shall ensure that the duties of the post are undertaken with due regard to Enfield Council's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health & Safety Policy, Group Safety Policy and staff information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

#### Corporate Health and Safety Responsibilities

All staff have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;
2. Following safety rules and procedures;
3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and
4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Staff shall co-operate with the company by allowing it to comply with its duties towards them. This requires staff to:

- take part in safety training and risk assessments and suggest ways of reducing risks; and
- take part in emergency evacuation exercises.

Staff shall report all accidents, 'near miss' incidents and work related ill health conditions to their manager/supervisor/team leader.

Staff shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as staff, line manager, or Director of the Company.

#### **Information Security:**

In order to protect the confidentiality, integrity and availability of Enfield Council information, including information provided by customers, partner organisations, and other third parties, where applicable, staff will comply with Enfield Council's Information Security Policy.

#### **Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice:**

Independence & Well Being is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the company will ensure that recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the company must be competent.

All staff working with Children & Vulnerable Adults should be aware of, and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Independence & Well Being.

**Job Title:** Senior Enablement Worker

**Grade:** 5

**Department:** Independence and Wellbeing

**Team:** Enablement

<b>KNOWLEDGE, SKILLS &amp; ABILITIES</b>	<b>HOW TESTED</b> Application – A Test – T Interview – I
<p><b>Job Specifics – Skills, Experience, Knowledge, Behaviours</b></p> <p><b>Essential:</b></p> <ol style="list-style-type: none"> <li>1. As a regular and intrinsic part of this role requires you to speak to members of the public in English, the ability to converse at ease with customers and provide advice in accurate spoken English is essential and consistent with the requirements of this role. This role also requires you to be polite and courteous when conversing with the public.</li> <li>2. A Social Care qualification i.e. NVQ/QCF 3 in Social Care or equivalent.</li> <li>3. Competent when using the IT systems and ability to maintain electronic records in accordance with statutory requirements and data protection policy.</li> <li>4. Ability to produce personalised support plans, whilst balancing risk when promoting independence</li> <li>5. Minimum of 2 years' Experience of supporting vulnerable adults with home and community based personal care and support.</li> <li>6. Ability to work independently using own initiative and as part of a team while managing workload effectively, prioritising work and adopting a flexible can-do approach to changing demands of the service.</li> <li>7. Must have a full clean driving licence and access to a vehicle to travel to homes to complete allocated work</li> </ol>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I/T</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

**Desirable:**

1. An understanding of legislation and regulations that relate to services providing domiciliary care for vulnerable adults.
2. Understand Trusted assessors or knowledge of how assistive aids and equipment can maximise independence

**Behaviours**

Appropriate behaviours are key to the delivery of our vision for Enfield.

We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels;

**Takes Responsibility**

We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.

**Is Open, Honest and Respectful**

We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.

**Actively Listening and Learning**

We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer's point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.

**Working Together to find solutions**

We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.

**Candidates: Please ensure you address these behaviours in your responses to the essential and desirable (if applicable) criteria above.**

**Competencies:**

**Candidates: Please ensure you address these competencies in your responses to the essential and desirable (if applicable) criteria above).**

- 1. You interact well with people, showing commitment to working in partnership in your team and the wider council team projecting enthusiasm**
- 2. You show respect and fairness when communicating, taking in to account the feelings of others**
- 3. You stay calm under pressure and are able to tolerate stress**
- 4. You gather information to work together with your team to find a logical solution to a problem**
- 5. Where you have a supervisory responsibility, you manage performance outcomes**
- 6. Recognises priorities and necessary action and focusses on them**

**Qualifications & Professional registration criteria**

**Candidates: Please ensure you address these qualifications in your responses to the essential criteria, you will be expected to meet these requirements of the role and they will be explored with you at interview.**

- 1. NVQ/QCF or equivalent Level 3 in Adult Social Care**
- 2.**

**Special requirements**

**Candidates: Please note you will be expected to meet these requirements of the role and they will be explored with you at interview.**

- 1. 1. Ability to work using own initiative as part of a team while managing workload efficiently.**

<p><b>2. Ability to work within a multi-disciplinary environment</b></p>	
<p><b>Behaviours</b></p> <p>Appropriate behaviours are key to the delivery of our vision for Enfield.</p> <p>We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels;</p> <p><b>Takes Responsibility</b> We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.</p> <p><b>Is Open, Honest and Respectful</b> We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.</p> <p><b>Actively Listening and Learning</b> We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer's point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.</p> <p><b>Working Together to find solutions</b></p>	<p><b>A/I</b></p>



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<p><b>Competencies:</b></p> <p><b>Candidates: Please ensure you address these competencies in your responses to the essential and desirable (if applicable) criteria above).</b></p> <p><b>Management information:</b> If applicable, please choose a maximum of 6 most important competencies for the role from either the <b>(Staff Competency Framework)</b> (up to SO2) or <b>Leadership Competency Framework (PO1&amp;above)</b> and list here in ranked order. Candidates will be asked to address these when making their application.</p> <p>1. <span style="float: right;">4.</span>  2. <span style="float: right;">5.</span>  3. <span style="float: right;">6.</span></p>	
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