



**National Star**

Realising the aspirations  
of people with disabilities

## JOB DESCRIPTION

# Lead Facilitator

### ORGANISATION RESPONSIBILITIES:

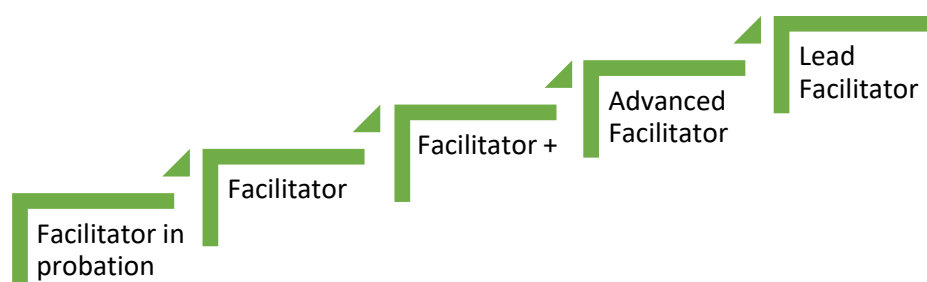
Line Manager / Reports to: Residential Manager, Residential Deputy Manager

Supervises: Facilitators, Ancillary staff

### MAIN PURPOSE OF JOB:

To support the Residential Manager in the successful running of the residence by ensuring that the highest standards of care are provided to the service users, as well as ensuring the optimum health and wellbeing of service users at all times

This role will be to supervise colleagues and support service users in their residential and educational settings as well as in the community. It is a fast-paced role with a high level of responsibility and will include working alongside other care professionals such as physios and therapists.



### RESPONSIBILITIES

#### Lead Facilitator: Level 1

- Work as part of a multi-disciplinary team to provide support and care to the service users of National Star to help them make the most of their time at National Star and live life as independently as possible.
- Work with individuals with complex physical and learning disabilities and those displaying challenging behaviours effectively, ensuring their safety as well as the safety of yourself and others.

#### Supervisory responsibilities

- Shift Leading. Manage the day-to-day running of your shift to include:
  - Staff management
  - Shift handovers
  - Allocation management

- Sickness management, including covering shifts and holding and recording return to work conversations
- Ensuring team members are working efficiently and effectively taking into account service user requirements whilst adhering to staffing budgets.
- Managing staff breaks
- Undertake Care Audits on colleagues.
- Communicate effectively with all team members and share significant events amongst the team and with your managers.
- Manage on the spot situations
- Hold Support & Development reviews
- Provide training and support to colleagues, including new starters.

#### Other responsibilities

- Deliver all aspects of personal care to our service users in accordance with National Star standards and individual care plans. This will include:
  - Washing
  - Dressing
  - Maintaining personal appearance
  - Toileting & continence support
  - Mouth, nail, and foot care
- Understand Food & Hydration plans and, where appropriate, supervise the feeding of the service users in your care, which may include feeding via a gastro tube.
- Health care
  - Deliver health care and minor medical procedures such applications of cream.
  - With support from our clinical teams undertake more complex medical procedures such as insulin pump management or the changing of dressings.
  - Administer medications in line with policy and procedures
  - Understand and follow procedures related to infection control.
- Care plans
  - Read, understand and implement all aspects of a care plan.
  - Regularly review and update care plans
- Using equipment such as manual and electric wheelchairs, hoists, and communication devices to care for and communicate with your service users.
- Contributing to the recording of student progress and achievement (RARPA) and identify areas for development and feedback to the tutor or Personal Learning Coordinator
- Learning Support: Work effectively as part of multi-disciplinary teams to establish and maintain a stimulating learning environment. This includes:
  - Providing effective learning support in classrooms, or other learning environments, working closely with specialist tutors.
  - Contributing to the development of the learner support strategies to facilitate individuals or groups of students to fully access and participate in sessions.

- Support service users in the local community participating in activities to promote their independence.
- Off-site activities
  - Support service users participating in social and leisure activities within National Star facilities and in the local area.
  - Plan and organise off-site social and leisure activities.
  - Support service users in attendance at off-site medical appointments, providing care and physical support.
  - Undertaking the Facilitator role whilst supporting service users on holiday
- Attend swimming and hydrotherapy sessions with service users including:
  - Supporting them to get changed into their swimwear.
  - Providing poolside support, guided by pool tutor / therapist.
  - Providing in pool support, guided by pool tutor/therapist.
- Liaise with family members, enabling a service user to speak to parents, friends and family and provide updates on activities and progress to parents.
- Maintain accurate records and document activities in accordance with National Star quality standards and legislation. These records include:
  - Logging all aspects of care, treatment and medication provided by you.
  - Updating care plans as required
  - Recording student progress against personal goals
- Key working: work particularly closely with one service user and become the recognised expert in their care and support needs.
- Drive National Star vehicles to transport service users on off-site visits.
  - A category B licence will allow the driving of small vehicles, a category D1 licence will allow the driving of larger minibuses.
  - National Star will provide MiDAS (Minibus Driver Awareness Scheme) training to those who drive our minibuses.
- Undertake regular training, both classroom based and e-learning, as required. Participate in continued professional development, and professional qualifications as appropriate.
- Promote and adhere to the organisation's Health and Safety policy and any other associated policies, procedures, and guidelines.
- Work flexibly between sites and National Star premises as required.
- Undertake any other reasonable duties requested by your management team.

### **Lead Facilitator: Level 2**

If your competency is consistently demonstrated and you hold a Level 3 Diploma in Health & Social Care, your manager may talk to you about the following responsibilities in addition to all the responsibilities of a Level 1 Lead Facilitator.

- Care plans
  - Regularly review and update care plans

- Develop initial care plans for new service users
- Contribute to Quality Auditing implementation.

There is an increased hourly pay rate for this role.

### **HOURS OF WORK**

Lead Facilitators work to a 2-week rota and shifts can include early mornings (starting from 7am) and evenings (finishing up to 11pm) as well as working every other weekend.

### **SAFEGUARDING**

National Star takes seriously its responsibility for safeguarding and is committed to safeguarding and promoting the welfare of young adults and children and requires that all staff share this and act accordingly by applying organisational policy and procedure and attending annual safeguarding training.

### **EQUALITY & DIVERSITY**

Through personal example and clear action demonstrate commitment to equality and diversity ensuring equality of access and treatment in employment and service delivery to all.

### **HEALTH & SAFETY**

Promote the Health and Safety at Work Policy and Procedure and ensure these are implemented effectively within the department.

### Person Specification – Lead Facilitator

Attributes	Essential	Desirable
Experience	<ul style="list-style-type: none"> <li>• Minimum of 2 years' care experience</li> <li>• If internal, working as Advanced Facilitator</li> </ul>	<ul style="list-style-type: none"> <li>• 2 years' experience working with young people or people with disabilities</li> <li>• 2 years' experience in a residential setting</li> <li>• Experience of team supervision or leading</li> <li>• Staffing / Rota planning</li> </ul>
Education / Knowledge	<ul style="list-style-type: none"> <li>• Good standard of spoken and written English</li> <li>• Level 3 Diploma in Health and Social Care</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification in learning support</li> <li>• PTLLS</li> <li>• MiDAS</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Effective team leader or supervisor as well as team member</li> <li>• Able to administer medication</li> <li>• Good organisational and time management</li> <li>• Able to facilitate learning, empowering the individual and encouraging autonomy.</li> <li>• Strong communication skills: verbal, written and listening</li> <li>• Effective recording and reporting of information</li> <li>• Problem solving</li> <li>• Resilience</li> <li>• Ability to work under pressure</li> <li>• Effective IT skills</li> <li>• Proactivity</li> <li>• Good decision making</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of driving a mini-bus</li> <li>• Able to use communication devices and mobility aids</li> </ul>
Personality	<ul style="list-style-type: none"> <li>• Sensitive and empathetic to the needs of people with disabilities</li> <li>• Able to demonstrate a positive attitude towards disability, equality and diversity</li> <li>• Positive approach to multi-disciplinary working</li> <li>• Ability to manage change, rise to a challenge and be resilient in character.</li> <li>• Patience, compassion and empathy</li> <li>• Willingness to undertake Continued Professional Development</li> </ul>	

<p>Motivation</p>	<ul style="list-style-type: none"> <li>• Self-motivated and able to work on own initiative</li> <li>• Able to motivate others</li> <li>• Able to lead by example</li> <li>• Able to accept and embrace change</li> </ul>	<ul style="list-style-type: none"> <li>• Able to engage others to accept and embrace change</li> </ul>
<p>Personal circumstances</p>	<ul style="list-style-type: none"> <li>• Minimum age 18</li> <li>• Able to work a minimum of 30 hours per week</li> <li>• Able to work unsocial hours including evenings &amp; weekends on a rota basis</li> <li>• A flexible approach to meet client and business needs.</li> <li>• Support the ethos of National Star</li> <li>• Be fit to work with vulnerable adults &amp; students</li> </ul>	<ul style="list-style-type: none"> <li>• Full Driving licence with D1 category</li> <li>• Our Ullenwood campus is not accessible by public transport. We operate a staff bus from Cheltenham and Gloucester.</li> </ul>