

## **Community Health and Adult Social Care**

### **Community Support Worker Job Description and Person Specification**

**April 2018**

## Job Description

<b>Job Title:</b>	Community Support Worker
<b>Department:</b>	Community Health and Adult Social Care
<b>Function:</b>	Provision
<b>Team:</b>	Day Opportunities
<b>Post number:</b>	
<b>Grade:</b>	LBR4
<b>Hours/weeks:</b> <i>E.g. 36 hours/52.14 weeks</i>	36 hours
<b>Base location:</b>	
<b>Reports to:</b> <i>Job title</i>	Senior Community Support Worker
<b>Responsible for:</b> <i>Job titles of direct reports</i>	
<b>Role purpose and role dimensions:</b> <i>Overview of the job</i>	<p>To specialise in working with people with dementia, physical and sensory disabilities, learning disabilities and mental health. This will include developing community-based programme of provision based on the findings of community care assessments, person centred plans and risk assessments. Central to this is delivery of, effective, efficient and value for money services.</p> <p>To consult with service users, carer's and families for person centred support plans and key working, which promote independence, including health and wellbeing outcomes, community outcomes, personal empowerment and development, wishes and to try new things.</p> <p>To assist, develop, implement and monitor activities within the service, including social, recreational, therapeutic and educational which are designed to meet the service users needs.</p> <p>To undertake escort duties, transporting service users to and from home and when required for activities or outings.</p> <p>To assist service users, including those who use wheelchairs and other aids, in safe movements around the day centre and getting on and off vehicles.</p>
<b>Key external contacts:</b> <i>Organisations</i>	Service users, relevant external agencies including, community organisations and stakeholders, schools/colleges, charitable organisations, voluntary sector and Medical Practitioners etc.

<p><b>Key internal contacts:</b> <i>Job titles or groups of staff</i></p>	<p>Health and Social care teams, Team Managers across the Provision services, Business HUB and Human Resources. All relevant Directorates, Teams and Units.</p>
<p><b>Financial dimensions:</b> <i>Budgetary responsibility &amp; amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<p>To be accountable for the safe keeping of cash collections from service users for services including meals, refreshments and recreational activities.</p> <p>To support all aspects of financial regulations in the agreed format and follow procedures.</p>
<p><b>Key areas for decision making: Leadership</b></p>	<p>To peer support staff coaching, training and development.</p> <p>To support individuals using the service with coaching, training and development.</p> <p>To have key working responsibility for service users to monitor and be responsible for the quality of service.</p>
<p><b>Other considerations:</b> <i>E.g. working patterns</i></p>	<p>To be available to work flexible hours including evenings and weekends.</p> <p>To provide cover for the work of other team members in their absence as required.</p> <p>To attend training courses where required, to develop skills and improve professional development.</p>
<p><b>Key accountabilities and result areas:</b></p>	<p><b>Key elements:</b></p>

<p><b>Promoting independence</b></p>	<p>To develop person centred support plans which include, health and wellbeing outcomes, community outcomes, personal empowerment and development and key working.</p> <p>Actively promote an individual's rights, independence, choice and inclusion.</p> <p>To ensure that person centred support plans are in place which promote independence, including health and wellbeing outcomes, personal empowerment and development and community access.</p> <p>To consult with service users and carer's about the range, effectiveness and outcomes of the activities provided for person centred care and promote living skills, independence, choice and inclusion.</p> <p>To joint plan with the individual and deliver support programmes such as eating, mobility, personal care, money handling and financial processes.</p> <p>To support people who use the service to attend meetings/reviews etc.</p> <p>You will provide intimate personal care for service users - toileting, washing/showering, changing incontinence pads, dressing and generally assisting each individual with their personal hygiene.</p> <p>Whilst delivering this service you will also engage in the training of each person by encouraging him/her to maximize input into the activity.</p> <p>To write, plan, assist and follow risk assessments, in accordance with guidelines, which will be effective with positive risk management including for people with profound and complex needs.</p>
<p><b>Choice and control</b></p>	<p>To make informed decisions about how people using the services live their own lives, have choice how individual needs are met and treated with dignity and respect.</p> <p>To consult with service users and carer's about the range, effectiveness and outcomes of the activities provided for person centred care and promote living skills, independence, choice and inclusion.</p> <p>To understand individual needs and wishes and to actively explore local opportunities and community building.</p> <p>To design an individual or group of people to access community/base activity in accordance with individual programmes, to meet individual needs and desired outcomes.</p>

<p><b>Promote health and wellbeing</b></p>	<p>Provide access to activities, relating to healthy lifestyles which develop abilities and encourage health and wellbeing in accordance with people's support plans.</p> <p>Support people with the preparation of food and healthy meals as appropriate, understanding their dietary and cultural requirements.</p> <p>Provide access to activities which promote physical activity.</p> <p>To follow guidance for individuals relating to medications.</p> <p>To follow guidance for individuals relating to managing finances.</p> <p>Wherever you are working on an activity/trip outside, you are expected to maintain a constant awareness of the behaviour and condition of service users in your general vicinity so that a service users distress does not go unnoticed.</p> <p>Actively explore local opportunities, community circles, bridge building and work in the community in a positive manner.</p> <p>To communicate with an individual regardless of their disability, build trust and advocate on an individual's behalf.</p> <p>To have key working responsibility for a group of service users, ensuring key groups have inclusion in the design of service delivery.</p>
<p><b>Communication</b></p>	<p>To use effective communication tools to ensure people with profound and complex needs are supported to identify and maximise their communication for choice and control.</p> <p>To build relationships and trust with those with whom you work including service users, carers, families and members of the community in a positive manner.</p> <p>To support people who use the service to attend meetings/reviews for input into the design of the service.</p> <p>To ensure that service user information is kept up to date and recorded in line with data protection legislation.</p> <p>To share information with the Manager, colleagues and other professionals.</p> <p>To work with members of the public in a positive manner.</p> <p>To ensure that files are kept up to date and that information is recorded appropriately on files.</p>
<p><b>General accountabilities and responsibilities</b></p>	

<b>Green Statement</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>
<b>Data Protection/Confidentiality</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.</li> <li>▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>
<b>Conduct and Whistleblowing</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>
<b>Safer Working</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.</li> </ul>
<b>Equalities</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
<b>Customer Care</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
<b>Health and Safety</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>
<b>To contribute as an effective and collaborative member of the team</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>▪ Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>▪ Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>

<b>Flexibility</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.</li> </ul>
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### Person Specification

<b>Job Title:</b>	Community Support Worker		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		<b>A - I - T</b>	Weighting
<b>Minimum education/ qualifications:</b>	Good standard of literacy and numeracy.	A- I	3
	LDAF introduction. NVQ 3 or NVQ 2 in care or equivalent relevant qualification such as CSS, CSW, Health Care Assistant.	A-I	3
	Mandatory training requirement in the following: Risk Assessment, Manual Handling, Safeguarding adults, First Aid etc	A-I	3
<b>Minimum experience/ knowledge/ skills:</b>	Experience of working with and supporting vulnerable people with dementia, physical and sensory disabilities, learning disabilities, mental health and those who challenge the service.	A- I	3
	Experience of developing Person Centred Plans.	A-I	3
	Previous experience of operating equipment i.e. pushing a wheelchair, using hoists.	A-I	3
	Good knowledge of social care legislation e.g. Care Act.	A-I	2
	Good knowledge of social services and the provision of service to a diverse multi-ethnic and multi-cultural community	A-I	2
<b>Minimum behaviours:</b> Customer service	Is constantly mindful of equality and diversity issues in providing services and seeks to avoid unwitting discrimination	A-I	3
	Ability to work to the values of promoting peoples independence and choice	A-I	3
	Ability to work people using the service and advocate on their behalf	A-I	3

Communicating and influencing others	Strong interpersonal skills with the ability to communicate with people on a number of levels and with people who are non-verbal.	A-I	3
	Ability to engage with a wide range of people in person and by telephone including, colleagues, members of the public and people from other organisations.	A-I	3
	Demonstrable experience of using recording and reporting procedures including the use of information technology, to produce records and reports.	A-I	3
	Significant experience of key working and communication with service users, carers and professional and community stakeholders.	A-I	3
Working together	Able to look for ways to collaborate with or support other areas of the authority.	A-I	3
Analysis and judgement	Ability to problem solve, act on own initiative drawing upon input from other professional as necessary.	A-I	3
	Ability to make, realistic and sound decisions based on all the facts and alternatives available	A-I	3
Driving improvement	Ability to understand relevant policies and procedures, as they affect the role, and the quality standards and outputs required in the job.	A-I	3
	Able to use own initiative and work with limited supervision while understanding the need when to consult with line manager.	A-I	3
Adaptability	Is adaptable and receptive to new ideas and willing to adjust to new work priorities and demands.	A-I	3
<b>Special conditions:</b>			
<b>Signature of Employee:</b>	<b>Name:</b>	<b>Date:</b>	