

Role Profile

Community Support Worker

Role Purpose

- To provide a safe and responsive environment for vulnerable individuals with complex health needs in accordance with the services policies and good professional standards.
- To provide a range of personal, social, emotional and practical care tasks for the wellbeing of service users and their carers.
- To work within the assessment and care planning framework, enabling service users and their carers to exercise control over their own lives by maximising their independence.
- To support the management team and co-workers in the effective and efficient running of the service and its development.

Key Relationships

Line Manager: Senior Community Support Workers and Resource Managers

Main Accountabilities and Responsibilities

Key Tasks:

1. To work in accordance with Care Quality Commission and the companies Policies and Procedures.
2. To comply with the requirements of the Health Professionals Council (HPC) Code of Practice for Social care workers.
3. To have a knowledge and understanding of the needs of vulnerable adults including those with a learning disability, autism, mental health and acquired brain injury to enable transferable skills across a number of sites.
4. To ensure quality of service to service users by offering support and guidance to fellow workers and other professionals through liaising with service users, their carers, commissioners, health and social care staff, voluntary and other agencies.
5. To attend and contribute to staff meetings, induction, individual and group supervision and appraisals.
6. To undertake any identified training relevant to the role.
7. To provide appropriate levels of support and mentoring to colleagues.
8. To work independently and as part of a team to ensure effective service delivery in the completion of your duties and liaising with and seeking guidance from the house Senior, Manager and or On Call manager when required.
9. Ensure that service users and their carers are encouraged to voice their concerns consistent with the service user's aspirations and make decisions about their everyday lives whilst liaising with relevant individuals that can provide support e.g. advocates / care management / other relevant professionals involved in their care.

10. To ensure the care, health and wellbeing of each individual is provided, whilst reporting and recording concerns to relevant people and liaising with colleagues, medical professionals and any other appropriate body.

11. To work within Risk Assessments of service user needs and identify any changes required. To work within individuals Care Plans designed for and agreed with service users. To participate in the completion of Risk Assessments and Care Plans and to ensure these are regularly reviewed and updated as necessary.

12. To support and enable/re enable service users who may require assistance with personal care and physical tasks alongside emotional, spiritual wellbeing whilst maintaining dignity and respect at all times

13. To support the provision of medication to service users, following the company's policies and procedures.

14. To support the health and safety of yourself, service users and others by complying with health and safety legislation, departmental policies and procedures whilst reporting concerns to management. To facilitate all manual handling tasks in compliance with best practice, policies and procedures.

15. To maintain appropriate records and pass on any relevant information about the needs of the service user to your manager or other designated persons and ensuring compliance with Data Protection and the Freedom of Information Act.

Standard Duties:

1. To actively promote the equalities and diversity agenda in the workplace and in-service delivery.
2. To be familiar with customer care and health and safety policies of the Company.
3. To participate in self-improvement in performance through workplace development.
4. Undertake any additional duties commensurate with the grade of the post.

Contacts:

Service users, carers, staff and professionals from other agencies (including employers), local businesses and members of the community.

Special Conditions:

Disclosure and Barring Service (DBS) None /Standard / Enhanced

Person Specification

	Essential criteria	Desirable criteria	How Assessed
Education and Qualification		NVQ Level 2 in care or willingness to achieve this qualification	Application form / Interview
Experience	Experience of working with vulnerable people with learning disabilities, mental health problems, challenging behaviour, autism, ABI (Acquired Brain Injury), in a paid or voluntary capacity.		Application form / Interview
Skills and Abilities	<p>Ability to liaise and interact with service users, parents, carers, health and social care staff, voluntary and other agencies and advocate on behalf of service users.</p> <p>Ability to understand the needs of service users and carers.</p> <p>Ability to work independently / lone work and as part of a team.</p> <p>Ability to support vulnerable people with mental health problems, challenging behaviour, autism, ABI (Acquired Brain Injury), a learning disability, with personal care / practical assistance.</p> <p>Developed verbal and written communications skills to be able to work with service users and to follow risk assessments / service users' care plans, medication plans and other social care records.</p> <p>The ability to provide care and support, which respects individual's rights, choice, privacy and dignity.</p>		Application form / Interview
Knowledge	<p>Knowledge and understanding of the needs of clients with mental health problems, challenging behaviour, autism, ABI (Acquired Brain Injury), learning disability.</p> <p>Knowledge of Health and Safety Legislation.</p> <p>Knowledge and understanding of the importance of security and confidentiality.</p>		Application form / Interview

<p>Work Circumstances</p>	<p>Will be required to work to a rota which covers 7 days a week including weekends and bank holidays sleep-in duty.</p> <p>A willingness to take on responsibilities and duties of other staff, when emergency cover is needed which may be at alternative establishments.</p> <p>The post is subject to a DBS (Disclosure and Barring Service) Check.</p> <p>Willingness to develop knowledge and practice by undertaking relevant training.</p> <p>To be willing to work in line with the Group's Equality and Diversity Agenda.</p>		<p>Application form / Interview</p>
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