

# JOB DESCRIPTION

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| **Post Title:** | Community Support Worker | **Department / Service:** | Older People & Hospital Social Work |
| **Hours:** |  | **Level:** | G03 |
| **Location:** |  | **Job Evaluation Number:** | SL1544 |
| **Responsible to:** | Community Support Manager/Team leader | **Responsible For: (Staff)** | None |

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| **Job Purpose:** |
| To work as part of a team providing care and support to vulnerable adults enabling them to remain in their own homes for as long as possible.  Mentor staff at level 1 and 2 which ensures the effective delivery of domiciliary services. |

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| **Duties and Responsibilities - Job Specific** | |
| ***In addition to the requirements of Level 1 and 2 staff should:-*** | |
|  | Work with service users and others in co-ordinating and creating generic risk assessments and manual handling assessments for individual service users. |
|  | Work with service users and others by contributing to the creation of service delivery plans for individual service users. |
|  | Mentor support staff, in a manner, which will improve outcomes for service users and ensure good practice. |
|  | Check the quality of work undertaken by community support staff working at level 1 and 2, for quality and quantity in line with individual service delivery plans. |

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| **Duties and Responsibilities – Corporate** | |
|  | To be responsible for establishing good working relationships both internally and externally. |
|  | Compliance with the Authority’s Policies and Procedures and to make known to Senior Officers any areas which are not adequately covered. |
|  | To participate actively in supporting the Authority’s principles and practices of equality of opportunity as laid down within the Equalities Policy. |
|  | To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the department, directorate and Authority as a whole. |
|  | Employees will be required to give certain information relating to themselves in order that the Authority may properly carry out its duties, rights and obligations as an employer. The Authority will process and control such data principally for personnel, administrative and payroll purposes. |
|  | As a term of your employment and in order to maintain effective departmental operations, you may be required to undertake any other reasonable task, commensurate with your grade, as determined by your Line Manager or Head of Service. |
|  | Conwy is committed to safeguarding children and vulnerable groups. All Council employees are expected to be aware of the Corporate Safeguarding Policy and their responsibility to report any concerns in the appropriate manner and timescales. |

###### **Review Date/Right to Vary**

This job description is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your grade and occupational competence in order to respond to changes in the needs of the service.

**Signed by:** …………………………………………. **Date:** ……………………………..

Employee’s Name and Signature

Approved by

**Head of Service:** ………………………………….. **Date:** ……………………………..

PERSON SPECIFICATION

**Post: Community Support Worker – Level 3**

**Date: March 2016**

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| **Factor** | **Requirements** | **How Identified** | **Essential** | **Desirable** |
| ***Knowledge & Skills*** | Experience working with vulnerable adults in the community and understand the importance of enabling and promoting independence | ***AF/I*** | **✓** |  |
| Understand the principles of food hygiene and how to control infection | ***V/AF*** | **✓** |  |
| Assist service users with personal care needs, including those with manual handling needs | ***AF/I*** | **✓** |  |
| Complete risk assessments and manual handling assessments, which meet health and safety responsibilities | ***AF/V*** | **✓** |  |
| Work to Conwy policies and procedures, Care Standards and the Code of Practice | ***I*** | **✓** |  |
| To have completed NVQ2 in care | ***AF/I/V*** | **✓** |  |
| Attain NVQ level 3 in care, within 12 months of appointment | ***AF/I*** | **✓** |  |
| Successfully completed service specific training in identified areas of care i.e. challenging behaviour, autism, dementia care, palliative care | ***AF/I*** | **✓** |  |
| Complete accurate and legible records as required by the Department | ***AF/T*** | **✓** |  |
| A good standard of spoken English is required to communicate with service users. | ***AF/I*** | / |  |
| We welcome non-Welsh speakers, Learners as well as fluent Welsh speakers to apply. | ***I*** |  |  |
| Knowledge of the Departments policies under POVA and own responsibilities in protection of vulnerable adults and child protection | ***AF*** | **✓** |  |
| **Creativity & Innovation** | Encourage and support service users to make choices about how they live their lives | ***AF/I*** | **✓** |  |
| Contribute to the development of individual service delivery plans, which ensures service delivery meets, individual needs | ***AF/I*** | **✓** |  |
| Motivate service users to be as self-managing as possible | ***AF*** | **✓** |  |
| Have the confidence to solve problems and make decisions, which will affect service delivery and health and safety | ***I*** | **✓** |  |
| **Contacts &**  **Relationships** | Communicate in a friendly, caring and respectful way with service users | ***AF/I*** | **✓** |  |
| Communicate on all levels with other team members, other professionals, management, family and friends, offering straightforward advice or delivering comprehensive support and or care | ***I*** | **✓** |  |
| Undergo an enhanced DBS check before commencement in post | ***I*** | **✓** |  |
| **Decisions / Recommendations** | Prioritise own workload which meets the needs of individual service users | ***AF/I*** | **✓** |  |
| Make decisions regarding risk assessments and manual handling, which affect service delivery, in line with policy and procedure and legal requirements | ***AF/V*** | **✓** |  |
| Make decisions recommendations which contribute to the wellbeing of service users | ***I*** | **✓** |  |
| **Resources** | Manage or enable service user’s to manage their own finances in line with departmental guidance | ***I*** | **✓** |  |
| Be responsible for the correct use and recording of service user’s medication in line with guidance and Policy | ***I*** | **✓** |  |
| **Physical Demands** | Work independently in the community and to deal with occasional disagreeable conditions | ***AF/I*** | **✓** |  |
| The person is required to maintain a level of fitness, which will enable safe manual handling, in particular the moving of people, in line with standards set by the All Wales Manual Handling Passport Scheme | ***I*** | **✓** |  |
| To be able to commute within a given area between service users homes | ***I*** | **✓** |  |
| To be physical and emotionally resilient to deal with the demands of the role | ***AF/V*** | **✓** |  |

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.

Identification of the requirements will be through the:

Application Form (AF),

Interview (I),

Test at interview (T),

Presentation at interview (P),

Verification (V)

Reference (R)