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| **Job Title:** | Support Worker – Prevention and Early Intervention Service |
| **POSCODE:** | CCC0225, CCC1469, CCC1521, CCC1585 (to be collated under one poscode only) |
| **Grade:** | Scale 4 |

**Overall purpose of the job**

Support Workers work within the Prevention and Early Intervention Service (P&EI). The service has 3 teams where there are support worker roles: - Reablement, Enhanced Response Service, and Social Care Support Team (Littlehey prison).

Support Workers (P&EI), provide individualised and transformative care and support in an enabling way, using their skills and training to safely promote independence and wellbeing.

Support Workers (P&EI), work alongside teams and services across a variety of care settings, on behalf of Cambridgeshire County Council. They are required to demonstrate the CCC values and behaviours as representatives of the council and the service.

Support Workers (P&EI), are required to be flexible in their working patterns with regular evening and weekend shifts as well as the means and ability to travel across the County

**Main accountabilities**

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities

|  | **Main accountabilities** |
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|  | To deliver safe and effective care, working in line with both CCC policy and procedures and CQC requirements to assist with the provision of all care tasks. The support required may include washing, dressing, toileting, shaving, oral care, catheter care, feeding, meal preparation, mobility and other tasks to help them achieve any other outcomes in their goal plan. |
|  | To enable service users to improve by following goal focussed care plans. To effectively progress service users to an acceptable level of independence by working collaboratively and holistically with both internal and external partners. Partners include but are not limited to, P&EI Teams, CPFT, General Practitioners, Pharmacists, District nurses, voluntary sector, and the service users’ personal networks and family carers. |
|  | To ensure that equipment is used to promote the independence of service users within their environment, and to enable them to achieve their outcomes. |
|  | To accurately document observations from each interaction undertaken, ensuring that the care, support, advice and information given is reflected in a clear and concise way on both electronic and paper-based recording systems. |
|  | To recognise actual or potential abuse or neglect and to ensure that any safeguarding concerns are reported in a timely way to enable effective safeguarding plans to be put in place.  To appropriate escalate concerns as required.  To ensure discussions and actions are well documented and appropriately |
|  | To assess a service user’s initial care needs to ensure their independence is promoted and they are enabled to meet their outcomes.  To provide feedback regarding amount of support required, to ensure resources are used appropriately. |
|  | To work within potentially high-risk environments, working with colleagues to ensure that risks are minimised.  To lone work in the community, often as the first point of contact with new services users.  To recognise risk and effectively discuss risk management and positive risk taking with service users, considering the capacity of the service users.  To escalate concerns as appropriate.  To follow lone working guidance and service user risk assessments. |
|  | To participate fully in essential learning, supervision, and Our Conversation processes in accordance with CCC policy. |
|  | To ensure that any medication tasks undertaken, including the preparation of MAR charts is completed in line with policy and training. To administer medication, following medication policies and training and to report any concerns to ensure that safe practice is followed. |
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|  | To provide care and support to service users at the end of their lives, working alongside other services to explore, respect and meet their identified needs. |
|  | To demonstrate an awareness and understanding of equality, diversity, and inclusion.  To ensure that colleagues and service users from all backgrounds are welcomed, engaged with as an individual, and treated equally. |

**Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)* We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

**Person Specification**

**Qualifications, knowledge, skills, and experience**

Minimum level of qualifications required for this job.

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| **Qualifications Required** | **Subject** | **Essential / Desirable** |
| A willingness to work towards NVQ Levell III or equivalent training | Health and Social Care | E |
| A proficient level of written and spoken English for the purposes of case recording and to enable you to work towards NVQ level 3 in Health and Social Care | English | E |
| Other systematic or accredited health care training | Health and Social Care related training | D |

Minimum levels of knowledge, skills and experience required for this job.

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| **Identify** | **Describe** | **Essential / Desirable** |
| **Knowledge and Experience** |  |  |
| Knowledge of working in the community and providing care in the home. | Experience in providing domiciliary care or similar work in community-based settings | D |
| Knowledge of the community and voluntary services that will enable service users to maintain and manage their independence. | Demonstrable knowledge of community and voluntary services. | D |
| Knowledge of the symptoms of stress and its impact and effect. | Ability to deal with anger, non-engagement, fear, and depression. | E |
| Understanding of medical conditions and impact. | Experience such as skin integrity and nutrition and understanding of the common conditions affecting the service user group, i.e., COPD, heart disease and how these might impact on a person’s ability to manage. | D |
| **Skills** |  |  |
| Ability to manage medicines and understand and adopt appropriate practices and processes relating to infection control, moving, and handling. | Demonstrate an understanding of the safe working practices that apply to this role and demonstrate a commitment to undertake developing and training in this area. | E |
| Good written and verbal communication skills and the ability to communicate effectively with other professionals and stakeholders. | the ability to talk with service users and their families about the care they receive. To present professionally and be able to demonstrate empathy, understanding, compassion, dignity, and respect. | E |
| Ability to understand and complete risk assessments. | To talk and communicate openly with the service user and their families with the ability to understand how a person’s circumstances might affect their behaviours and their capacity to manage and making the decision to escalate whenever appropriate. | E |
| Good IT skills with the ability to use a computer and/or a digital device to document and record information electronically and securely. | Demonstrate an understanding of the safe working practices and that apply to this role including confidentiality and GDPR. | E |
| **Other Requirements** |  |  |
| Ability to travel the County and/or their designated located area(s). | A full UK driving licence and access to a suitable and maintained vehicle or ability to travel effectively between locations that are difficult to reach by public transport. | E |
| Flexible working week. | Demonstrate the ability to work flexibly over 7 days and unsocial hours. | E |
| Development and training. | Demonstrate a commitment to continued development willingness to undertake additional and mandatory training. | E |
| Equality, Diversity, and Inclusion (applies to all roles) | Ability to demonstrate awareness and understanding of equality, diversity, and inclusion and how this applies to this role. | |
| **Safeguarding** *(include for roles working with children/vulnerable adults)* | Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults. | |

**Disclosure level**

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| What disclosure level is required for this post? | None | Standard |
| Enhanced | **Enhanced DBS, adult workforce, including adult barred list.** |

**Work type**

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| What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid) | Fixed | Hybrid | Field | Remote | **Mobile** |