

JOB DESCRIPTION

Details of the job

Post title:	Community Support Worker (AT) Installer
Salary grade:	Grade F
Hours:	37 hours
Location:	Working across Northamptonshire
Reports to:	Team Manager
Service area:	West Northants Council

Overall purpose of the post

1. To assist in the provision of positive intervention and support for vulnerable adults and those with sensory impairment.
2. To promote independence and community living.
3. To help minimise the risk of hospitalisation or admission to residential care.

Principal responsibilities

1. Assist the Assistive Technology Team with identifying needs, visiting customers, low level installations, monitoring, support to customers and collection of equipment

(Involves answering enquiries, installation visits, repairs, standard lifeline installations, keysafe installations, equipment collections, stock re-cycling)

2. To help customers maintain independent living. In appropriate cases:
 - Assist customers through the sales or eligible provision of assistive technology equipment to maintain health and wellbeing in the community.
 - Assist customers to undertake practical tasks to help maintain their independence within their own home.
3. To promote independence through the provision of information to customers and through liaison with carers, internal and external agencies to help customers to access and utilise resources in the local community and maintain independence.

4. To undertake low level equipment assessments, installations as directed by the equipment officers of customers and provide support and guidance to ensure customers receive services and benefits they are entitled to.
5. Assist equipment officers with ongoing assessment and provide information to help amend and update changes in customers' assessed needs and circumstances are recorded and addressed appropriately.
6. Ensure that all administrative tasks relating to the job are carried out in an effective and timely manner for accurate audit and record keeping and accordingly to contribute to reviews.
7. Demonstrate awareness / understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
8. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the company.
9. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

PERSON SPECIFICATION

Post Title:	Support Worker (Generic)
Grade	Grade F
Service Area:	West Northants Council

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	<p>This post will require satisfactory clearance of a criminal records bureau disclosure.</p> <p>Educated to GCSE or equivalent.</p> <p>Relevant nationally recognised Caring Qualification.</p>	<p>Experience with people with sensory impairment</p>
Experience and Knowledge	<p>Proven experience of care work</p>	<p>Able to demonstrate an Interest in working in this area, and an ability to undertake the role.</p>

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Ability and Skills	<p>Good interpersonal skills with the ability to listen and interact effectively with and on behalf of customers.</p> <p>Practical approach to resolving problems and achieving results.</p> <p>IT competent and experience of report writing. (Computer literate in Word, Excel, internet, e-mail and databases)</p> <p>Able to advise customers on benefits and application systems.</p> <p>Able to travel.</p> <p>To be aware of the differing needs of customers and have the ability to prioritise their work to meet these needs.</p> <p>Able to maintain accurate records.</p> <p>Able to communicate well with a number of different agencies.</p> <p>Ability to work within set procedures / systems.</p> <p>Physically able.</p>	<p>Full driving licence and access to a vehicle.</p> <p>Tolerant, adaptable and flexible.</p> <p>Encouraging.</p>
Equal Opportunities	<p>Ability to demonstrate awareness / understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	

Date: