

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## Care & Support Assistant

### People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

To provide high quality and flexible support and care to customers in a range of services to enable them to achieve a level of independence to their own abilities.

To provide a person centred approach that meets each customer's aspirations and abilities towards achieving their wellbeing, rights and choices.

To always show kindness, compassion and understanding towards customers.

## **Accountable to:**

This role is accountable to the Care Supervisor.

## **Responsibilities:**

1. To provide practical, personal and emotional care and support to West Northamptonshire Council (WNC) customers who may have a range of different health and social care needs. To support the customer to maintain or develop social networks and interests, where required organising and/or participating in activities of the customer's choice.
2. To always be mindful of treating customers with kindness, respect and compassion, that helps foster a feeling of happiness and contentment for customers in their home or place they visit.
3. To ensure each customer experiences a service that meets their own personal needs and preferences, as set out in their care/support plan, record all activities on their plan and refer any areas of concern to the duty manager. To work with the customer to understand and contribute to the assessment of their needs, e.g. risk assessments, manual handling and the use of low-level equipment.
4. To work in such a way as that promotes the customers' health and wellbeing, ensures dignity is preserved, supports independence and choice whilst maintaining safety making sure any areas of concern are reported to the duty manager.
5. To provide a flexible service that may involve a range of activities including personal care, administration of prescribed medication, practical help at home, etc, or just simply accompaniment to appointments.
6. To safely operate a range of lifting and transporting equipment as necessary to help and support customers, use in accordance with appropriate training, policies and procedures and reporting any faults with equipment to the duty manager.
7. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, for example infection control, and to comply with the policies and procedures relating to Health and Safety within WNC.
8. To comply with WNC Policies and Procedures, and any relevant legislative requirements.
9. Carry out any other duties which fall within the broad scope and purpose of this job description and which are commensurate with the grade of the post.

10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

<b>Skills and abilities:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Willingness to undertake all training relevant to the role	Essential	A, I
Sound understanding of good care principles with the ability to focus on excellent customer service	Essential	A, I
Ability to display empathy, kindness, respect and compassion, and to build relationships with those we support and those around them. Positively represent WNC to customers and their families.	Essential	A, I
Ability to manoeuvre customers as required, using differing levels of physical effort	Essential	A, I
Excellent verbal communication skills, even tempered and patient with customers	Essential	A, I
Ability to maintain straightforward, clear and concise records	Essential	A, I
Good planning skills with the ability to cope under pressure, work flexibly and reliably and adaptable with change	Essential	A, I
Awareness of sensitivity and discretion in all verbal and written information (GDPR, Data Protection)	Essential	A, I
Respect for people's different backgrounds and an understanding that this may affect how care and support is best provided.	Essential	A, I
Full driving licence and willingness to drive company vehicle if required	Desirable	D
Ability to work flexible hours e.g. evenings, weekends, bank holidays to meet the needs of the service and its customers	Essential	A, I

<b>Knowledge:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Knowledge of basic Health, Safety and Hygiene standards	Essential	A, I

<b>Relevant experience:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Experience of working within a team and independently using own initiative	Essential	A, I
Proven experience of health or care work	Desirable	A, I

<b>Education, training and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Ability to complete NVQ Level 2 in Care within 2 years	Essential	A, I
NVQ/QCF Level 2 in Social Care or equivalent qualification	Desirable	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

**Additional pre-employment checks specific to this role include:** Enhanced Disclosure and Barring Service check

## Day-to-day in the role:

<b>Hours:</b>		<b>Primary work base:</b>	
<b>Job family band:</b>	Care and Welfare Band 02	<b>Worker type:</b>	Fixed
<b>Salary range:</b>		<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	None		

### Working conditions & how we work:

Regular manual handling, Rotating shift work and weekends.

The role is full time with a mix of earlies and lates and we require flexibility with this to meet the service need. The role is located in a fixed place of work.

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”**

Should you require this document in another format or language, please contact: [Careers@westnorthants.gov.uk](mailto:Careers@westnorthants.gov.uk)

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

