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| **Job Title:** | Community Support Worker |
| **Grade:** | F (£21,970 - £22,373) |
| **Service Area:** | Adult Social Care |

## Overall Purpose of the Job

Assist with the provision of positive intervention and support for adults with mental health problems; physical and/or learning disabilities.

Promote independence and community living and help minimise the risk of hospitalisation or admission to residential care**.**

## Main Accountabilities

|  | **Main Accountabilities** |
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|  | Assist on a managed basis, as part of the team, with a monitored caseload of short term and/or less complex cases, which require visiting, monitoring and provision of support to customers to ensure ongoing services. |
|  | With reference to the individual’s care plan provide practical and emotional support to customers to help them maintain independent living. In appropriate cases: Assist customers with physical disabilities to carry out activities, hygiene routines and manage medication as directed within their care plans to help maintain health and wellbeing. |
|  | With reference to the individual’s care plan 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 financial independence. |
|  | Act as a key worker for designated customers and in consultation with other stakeholders to ensure that customers are supported in accessing and applying for the services and benefits they are entitled to from the relevant agencies and authorities. |
|  | Assist senior officers/case managers with ongoing assessment and provide information to help amend and update care plans so that changes in customers’ assessed needs and circumstances are recorded and addressed appropriately |
|  | 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. |
|  | Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs. |
|  | Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and comply with the policies and procedures relating to health and safety within the company |

*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.*

## **Safeguarding Commitment**

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.

| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** |
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| **Education and Qualifications** | NVQ Level 2 in Care or equivalent experience.  GCSE or equivalent in English and Maths. |  |
| **Experience and Knowledge** | Knowledge of the issues affecting residents within North Northamptonshire.  Proven experience of health or care work.  Experience of delivering care services in a community based setting. |  |
| **Ability and Skills** | Good verbal and written communication skills sufficient to write clear, concise and accurate reports and to enable effective communication with a number of different agencies.  Excellent interpersonal skills with the ability to listen and interact effectively with and on behalf of customers and to react appropriately to a crisis situation.  Practical approach to resolving problems and achieving results. |  |
| **Equal Opportunities** | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. |  |
| **Health & Safety** | 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 department. |  |
| **Safeguarding** | 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 with barred list checks |

## Work Type

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| **What work type does this role fit into?** |
| Fixed  Flexible  Field  Home |