

Job Description

Job Title	Support Worker – Prevention and Early Intervention Service
POSCODE:	CCC0225, CCC1469, CCC1521, CCC1585 (to be collated under one postcode 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
1.	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.
2.	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.
3.	To ensure that equipment is used to promote the independence of service users within their environment, and to enable them to achieve their outcomes.
4.	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.
5.	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.
6.	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.
7.	<p>To work within potentially high-risk environments, working with colleagues to ensure that risks are minimised.</p> <p>To lone work in the community, often as the first point of contact with new services users.</p> <p>To recognise risk and effectively discuss risk management and positive risk taking with service users, considering the capacity of the service users.</p> <p>To escalate concerns as appropriate.</p> <p>To follow lone working guidance and service user risk assessments.</p>
8.	To participate fully in essential learning, supervision, and Our Conversation processes in accordance with CCC policy
9.	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.
10.	To undertake delegated nursing tasks including PEG feeding and injections, by undertaking competencies led by relevant health professionals and in line with CCC medication policy.
11.	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.
11.	<p>To demonstrate an awareness and understanding of equality, diversity, and inclusion.</p> <p>To ensure that colleagues and service users from all backgrounds are welcomed, engaged with as an individual, and treated equally.</p>

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.

Qualifications Required	Subject	Essential/ Desirable
A willingness to work towards NVQ Level 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.

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	E
Knowledge of the symptoms of stress and its impact and effect.	The 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
Understanding of dementia and mental health conditions	Demonstration and recognition of training and learning from Adult Protection, Diversity and Mental Capacity Act.	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	E

	to understand how a person's circumstances might affect their behaviours and their capacity to manage and making the decision to escalate whenever appropriate.	
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

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

Work type

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
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Job description questionnaire

Page 1 and 2 of this document will form the job description and person specification for the post.

Job title:	Reablement Support Worker	POSCODE (Needed for re-evaluations)	CCC0225, CCC1469, CCC1521, CCC1585
Reports to (job title):	Reablement Coordinator	Directorate/Service:	Prevention & Early Intervention
Presenting Manager:	Lucy Davies	Date of evaluation:	3rd October 2023
Supporting HR contact person:	Tara Sutton	New Post	No
		Re-evaluation:	Yes

Job context

Give a short overview of the job context and the key objectives of the part of the organisation where the job is placed.

The Prevention and Early Intervention Service sits within Cambridgeshire County Council's Adults and Safeguarding directorate. Its purpose is to help people to regain and retain their independence following illness or injury or as people become more frail. The Service collectively provides preventative services supporting individuals to manage and maintain their skills for daily living. The main objective of the Service is to help people manage for themselves independently and to prevent delay or reduce the need for individuals to require service. The service operations 7 days a week, 365 days per year from early morning to late evening.

The Reablement Service and the Enhanced Response Service forms an integral service within the Prevention and Early Intervention offer. This service provides domiciliary care to people across Cambridgeshire to enable and support individuals to remain living in the home and community of their choice for as long as possible whilst maintaining their optimum level of independence.

The key objectives of the Reablement Service/Enhanced Response Service across Cambridgeshire are:

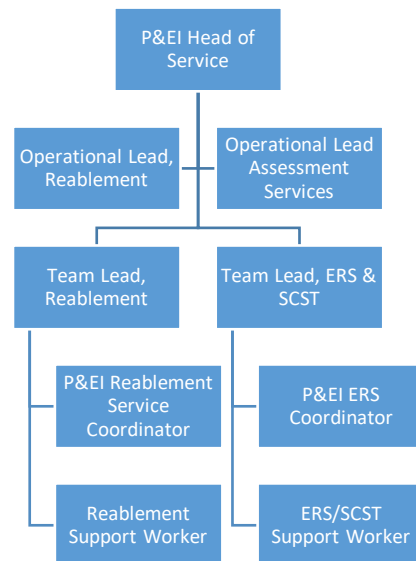
- To enable individuals to remain living in the home and community of their choice for as long as possible whilst maintaining their optimum level of independence.
- To provide personalised, time limited support for each individual as decided by the Service which meets the goals for each individual, and their carers, and allows them to exercise choice and control.
- To deliver targeted, outcome focussed, interventions that prevent and reduce the need for long term care and support in line with comprehensive service criteria.
- To facilitate discharge from hospital at the optimum time for the individual thereby reducing delayed transfers of care within the acute and community hospitals
- To ensure that ongoing care needs upon discharge from Reablement are at the point when the individual has reached optimum levels of independence at the optimum level for the individual.
- To assist in the reduction of costs for the Council in terms of managing demand
- Reducing financial burden for the Council where reviews of service users have identified that a period of Reablement may achieve a reduction in their existing care package or reduce the need for increased purchased care provision.
- Work in partnership with key teams and stakeholders, both internal and external
- Achieve excellent CQC outcomes.

- Deliver statutory requirements and report on Key Performance Indicators (Care Act, CQC, NICE Quality Standards).

Additionally, there is also a Support Worker role working in Littlehey Prison where their focus is to provide support to people to keep them independent, and where they require support as identified in their Care Needs Assessment

Organisation chart (include grades)

Please provide an organisation chart which includes the manager of the post, its peers and direct reports.



Change of accountabilities (for re-evaluations only)

What are the major changes to the role?

These should clearly show the reason for this re-evaluation i.e. the:

- changes to the accountabilities
- changes to the essential qualifications, knowledge, skills and experience; or
- changes to the team structure

The Support Worker role is currently evaluated at a Grade 3. The job description has been amended to better reflect the accountabilities, responsibilities and requirements of the role. The role has further developed over time to include the signposting to other services and to assess and suggest the use of assistive technology to provide a more inclusive care and support package for individuals. Additionally, it requires more knowledge around risk assessments given that the role is the first person to enter someone's property, and they need to ensure that they are safe to complete the tasks required and to escalate where appropriate. The role will also be taking more responsibility for undertaking medication compliance checks, to enable the MAR chart to be completed and to reduce the burden on visits to service users; this will require being able to discuss medication with GP surgeries with good attention to detail.

Unlike Support Workers elsewhere in the Council, P&EI Support Workers spend the majority of their time lone working out in the community, meaning that they will need to make decisions in the moment that may impact on safeguarding, with regards to how to support/deal with situations that by nature would be varied, going into homes and dealing with different levels of capability, difficult situations etc. They will have a higher level of freedom to act, again with lone working/ no immediately available management direction in situations that require immediate action.

Communication and influencing

Contact	Nature of interpersonal skills used
Internal	Excellent communication skills, relationship building, teamwork and problem solving. Support Workers will be required to work with other Prevention and Early Intervention Services and healthcare professionals to ensure that appropriate care and support is in place for individuals, particularly as and when needs change.
Assessment Team	
Occupational Therapy Team MASH	
External	Excellent communication skills, relationship building, teamwork and problem solving. Communication with service users, formal and informal carers and families is key to this role. The Support Workers will have to provide encouragement, motivate and support to ensure that goals are achieved. They will have to provide appropriate and professional challenge to enable service users to become more independent.
GPs and Surgeries	
Service Users, formal and informal carers and Families	

Supervision and work planning

What degree of forward planning is required in this job (daily, weekly, monthly, annual, etc)?

This role requires the post holder to be able to proactively plan and communicate on a daily and forward-thinking basis, whilst ensuring accurate and confidential delivery of information. Whilst the role is reactive on a day-to-day basis, they will have to consider what support an individual may need going forward to achieve their longer-term goals particularly as needs change. This may require the involvement of other services or professionals i.e. occupational therapy.

What level of supervision is this post subject to?

This role requires the postholder to be mobile in order to deliver care and support in the community. The post holder will also have the capacity to work from a designated office basis in order to undertake training and/or supervision. The post holder will be required to work autonomously and escalate appropriately to the person who has responsibility for the shift and is a point of escalation should the Support Worker encounter any challenges or areas of concern i.e. safeguarding.

What type of priorities is the post holder able to set themselves?

All tasks/duties are expected to be completed within agreed time scales. The post holder will need to make assessments, utilise professional judgement and prioritise based on the needs of the service users in accordance with their individual care and support plan and how the individual is presenting upon point of visit.

What kind of systems, procedures or 'rules' are set around the job?

All tasks/duties are expected to be completed within the Care Act 2014, CQC legislation and their key lines of enquiry, safeguarding, medication and infection control policies and procedures.

Problems Encountered

What types of problems are encountered in this job and what steps would you expect the post holder to take to find the solution (give 2 examples).

Example 1

The Support worker has been asked to visit a service user that is not previously known to Adult Social care. They have the information that was gathered during the referral process; however, the service user's risk assessment and environment risk assessment has not been undertaken. The support worker has to ensure that the service user has been given the correct information regarding the service and to undertake a dynamic risk assessment to identify any concerns. Any concerns need to be escalated to the office, so further work can be undertaken to ensure any ongoing service delivery is safe.

The Support workers would need to have some challenging conversations during their visits and link in for support with the Reablement Coordinator where necessary if the service users continue to refuse.

Example 2

Whilst attempting to gain access to the property of a service user in order to deliver care, the Support Worker becomes aware that the occupant has become incapacitated, possibly following a fall. The Support Worker takes steps to inform the appropriate support from Health professionals in order to gain immediate and urgent access to the property and further stays with the service user to provide support, until such time that the situation is resolved. The Support Worker further ensures that appropriate contact is made to the office and/or the family of the service user.

At what point does the post holder escalate a problem to a more senior employee?

There would be an expectation that any issues be escalated if they steer outside of the agreed parameters, and whilst ensuring that the Support Worker is responding quickly, efficiently and whilst also guaranteeing that service users are safeguarded and supported in a safe environment. An example could be identifying a concern that a family member is not acting in the service users best interest and is abusing the service user, care would need to be taken to ensure that the family member is not alerted to any potential interventions and are given an opportunity to cover up any abuse that has occurred or influencing the service user.

Decision making

Does the post holder make a decision based on:	a set process to resolve the problem
	a solution based on their past experience
	seek more information to determine the extent of the problem
	use creative thinking to develop new concepts

Please give an example to illustrate the approach to decision making specified above.

The Support Worker has been assisting a service user with mobility support and food preparation following their discharge from hospital with a stroke. Through delivering that support and whilst promoting independence, the Support Worker becomes aware that the service user might benefit the use of adapted cutlery and also extended washing aids. Liaising with the Lead Support Workers to procure appropriate aids, the Support Worker is able to provide initial equipment and also signpost the service user to further aids.

Freedom to Act

Please give two examples of areas that the post holder has discretion over.

Example 1

Online investigation as to the potential sources of ready meals, aids, community groups and other support as deemed appropriate for the support of the service user in maintaining independence.

Example 2

Emailing/communication with Reablement Coordinators and/or Occupational Therapy Leads to request additional and further service user information to allow for enhanced decision making around goals and independence performance.

Impact

Financial impacts of the role

Financial measure (e.g. income, expenditure, capital budget)	Amount (£)	Role (Direct control, joint control, advisory/influencing role)
N/A		
The Support workers contribute to reduction in need for long term services and therefore impacts on the wider councils' budgets.		

Statistical Information

Is there any statistical information that can add to the understanding of the job? E.g. it is useful to know whether a Payroll Officer deals with is 50 or 50,000 payslips.

The Prevention & Early Intervention Service comprises of 3 cores operational areas of support; Reablement, Quality & Compliance, Assessment (including Adult Early Help, Technology Enabled Care, Occupational Therapy and Enhanced Response) and has a total of over 300operational staff. The service support between 230 and 270 service users daily, with a support worker seeing between 5 to 10 of service users whilst on duty.

Physical effort and/or strain

Describe whether the job requires physical effort and/or strain more than is normally experienced in a routine office environment.

Due to the demand of the role which requires mobile working across various geographical service areas, the post holder will require a high level of personal resilience.

Working environment

Does the job require working outdoors, or being exposed to objectionable, uncomfortable or unfavourable working conditions?

The post holder will be required to travel to undertake their work in all weather conditions as service delivery is 365 days per year, 7 days a week.

Declarations

All roles – Manager
<p>JDQ completed by:</p> <p>By submitting this JDQ to panel I confirm that the relevant Director/Assistant Director has given consent for this post to be evaluated/re-evaluated.</p> <p>Signed: Date:</p> <p>Print name:</p>

Re-evaluations only – Current Post Holder
<p>Current post holder – by signing this form I confirm that I have been involved in completing the JDQ and confirm that it is an accurate reflection of my current role.</p> <p>Signed: Date:</p> <p>Print name:</p>

HR Advisory - Prior to submitting the job to panel please provide the Hay Lines of this posts Line Manager and Direct Reports.

Job title	Hay Line			Score
	Know How	Problem Solving	Accountability	
Reablement Support Worker (current hay line)	C+ 1 2	C+ 2 22%	C- N C	Scale 3
Care Coordinator (line manager)	E 1 3	D+ 3 33%	D+ 0 D	S01

HR Advisory - Advice given to the manager

