



JOB DESCRIPTION

Post:	Community Support Worker (Grade F)
Reporting to:	Team Manager
Job Purpose:	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 RESPONSIBILITIES:

- 1.** 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.
- 2.** 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;
 - Assist customers to undertake practical tasks to help maintain their physical wellbeing and/or improve their living conditions.
- 3.** 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.
- 4.** 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.
- 5.** 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.
- 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 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

COMMUNITY SUPPORT WORKER (GRADE F)

ATTRIBUTES	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS		
Satisfactory clearance of an enhanced Disclosure and Barring Service check	✓	
Educated to GCSE or equivalent	✓	
NVQ/QCF Level 2 in Social Care or equivalent	✓	
Working towards a relevant NVQ/QCF Level 3 qualification		✓
EXPERIENCE & KNOWLEDGE		
Proven experience of health or care work	✓	
Experience of delivering care services in a community based setting		✓
Demonstrate an interest in working in this area and the ability to undertake the role		✓
ABILITY & 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	✓	
Able to travel effectively to various locations	✓	
Full driving licence and access to a vehicle		✓
Flexible, adaptable and tolerant to meet the needs of the service	✓	
Able to meet the physical requirements of the roles	✓	
Ability to attend, successfully complete, and understand the need for and application of mandatory training	✓	
Able to inform customers on benefits and application systems	✓	
Able to work within set procedures and systems	✓	
EQUAL OPPORTUNITIES		
Ability to demonstrate awareness / understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	✓	
Understanding of equality standards and diversity issues and their impact in social care services		✓

It is expected that someone new to the post would be reasonably competent in the role within approximately three months