



Corby Borough Council – Job Description

Mobile Support Worker

Service Area: Housing and Neighbourhood Services – Landlord Services
Reports To: Team Leader – Older Persons Services
Responsible For: N/A
Scale: 3/4

Overall Job Purpose:

The post holder will be a member of a team of Mobile Support Workers and Elderly Support Assistants providing a regular and emergency visiting service to the elderly and disabled/chronically sick customers within the borough.

The post holder will be responsible for the overall well-being of customers of Corby Borough Council's sheltered schemes and users of dispersed community alarms with an overall aim of assisting them to remain independent in their homes.

On a rotational basis the post holder will be required to take part in the on call out of hour's service providing key holder duties and responding to genuine emergency situations.

Mobile Support Workers will deliver support to customers including working to maximise entitlement to benefits, assisting to develop budget management skills, accessing physical, mental health and social care provision, and developing or maintaining domestic, life, and social skills to remain as independent as possible.

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1. To respond to calls made to the Contact Centre by visiting and taking action in accordance with the department's responsibilities, updating systems as required.
 2. To provide a comprehensive service to all customers including emergency help, advice, reassurance by rendering or obtaining assistance in a polite, courteous, professional and focussed manner. To be alert to the state of health and dependence of customers of the service.
 3. To complete support plans and develop support mechanisms that promote independent living.

4. To ensure customer records, risk assessments and support plans are updated and monitored.
5. To ensure that all statistical information is gathered and provided in a timely manner.
6. To liaise with GP's, Social Care and Health Professionals, Police, Fire, Ambulance, the Council's out of hour's emergency service and other agencies including housing, to both obtain and give assistance.
7. To provide reports to line managers as requested in the context of the duties and service provided.
8. To survey, commission, record details of circumstances, and explain the operation and charges for the Vitalink Emergency Alarm Service.
9. Provide the Contact Centre/Clerical Assistant with up to date information for the Contact Centre database and any other computerised or record systems to be updated.
10. Carry out safety precautions and checks to the fleet vehicles when used in line with departmental guidance.
11. Ensure Mobile phones or other technology provided are fully charged and in working order whilst on shift.
12. To arrange and attend meetings with partner agencies to ensure health and wellbeing services are coordinated.
13. To ensure that all safeguarding issues are reported in line with current guidelines and legislation.
14. To ensure in the relevant circumstances that a deceased resident's inventory is carried out within guidelines and in conjunction with the Housing Officer and that the property is properly secured on completion.
15. Act at all times with honesty and integrity and be aware of statutory obligations of the employer.
16. To respond to any changes in the service provision.
17. To undertake allied duties as instructed in the context of the service's responsibility.
18. Carry out the authority's commitment to the Data Protection and respect confidentiality.
19. To deputise for other Mobile Support Workers/Contact Centre employees during periods of holiday/sickness and training at the direction of management.

Additional Information / Local Agreements attached to this post

- *Post holder will be required to take part in call out duties- 8pm-8am*
 - *The post holder will be required to work a shift pattern between the hours of 8am-8pm, shifts will include some weekend working and bank holidays*
 - *Post is subject to DBS clearance*
 - *Post holder must hold a valid driving licence*
 - *Post holder must have access to a vehicle*
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I have read and understood the job description and sign to accept the above terms and conditions of employment.

Employee Signature _____ Date: _____

Corby Borough Council – Person Specification

The ideal candidate will be able to demonstrate the following skills, knowledge and experience

Criteria	Skills, Knowledge, Experience etc	Essential / Desirable	Method of Assessment
Education / Qualifications	Good general Education to GCSE Level or Equivalent	E	Application
	NVQ level 2/3 Health & Social Care	E	Application
	IT Qualification	D	Application
Skills / Experience	Experience working with an elderly client group in a supported housing or similar environment	E	Application / Interview
	Experience of using formal documentation to establish support needs and successful implementation of support plans and risk assessments	E	Application / Interview
	Well-developed communication, counselling or advocacy skills	E	Application / Interview
	Knowledge of /or experience of benefit entitlement	D	Application / Interview
	Experience of working with agencies involved in the care of older people	D	Application / Interview
	Ability to maintain accurate and timely records	E	Application
	Ability to exercise strict confidentiality	E	Interview
	Ability to work without supervision	E	Interview
	Ability to take ownership of and resolve problems	E	Interview
	Ability to work to relevant policies and procedures	E	Application
	Ability to make sensible decisions in urgent situations and work under pressure	E	Interview
	Flexible can do attitude to work	E	Application
Miscellaneous	Openness to change	E	Interview
	Commitment to Equality and Diversity	E	Interview
	Team player	E	Interview
	Working knowledge of Health & Safety Issues	E	Interview
	Ability to work on a shift rota basis	E	Application