



### **Band description**

CW2 roles work in a range of settings and work directly with vulnerable service users, assisting them with day-to-day activities, providing personal care and practical support. The focus of CW2 roles is the direct engagement to support service users with their welfare and development.

### **Representative responsibilities**

- CW2 job holders will have responsibility for the care and welfare of those for whom they provide direct services. As a result, their work and support will impact directly on the wellbeing of those in their care or those that they support.
- Other than assisting new staff in general induction and familiarisation with team tasks and routines, CW2 roles will have no supervisory responsibilities.
- CW2 roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.
- Part of the duty of care delegated to job holders is the careful generation and maintenance of work and care records, both written and electronic.
- Through carrying out duties, job holders have responsibility for the safe use and basic maintenance of a range of equipment, premises or vehicles.

### **Initiative and problem solving**

- Following a short induction period, CW2 roles prioritise their day-to-day work in line with well established procedures and guidelines of their team, referring problems to a supervisor or manager.
- The problems and challenges that will be met by job holders will relate to the immediate and apparent welfare needs of service users, administrative issues, or a combination of the two. Solutions will generally be straightforward and will be based upon well established procedures, previous experience or direction from more senior staff.
- Tasks are often of a repetitive nature, and work is completed to a given plan, e.g. Care Plans or work instructions with short timescales and deadlines.
- Roles are closely supervised, and job holders have regular contact with their line manager or supervisors to whom they can turn for support.

### **Knowledge, skills and experience**

- Job holders will require knowledge of a range of tasks and activities related to the care and welfare of vulnerable service users either in their care or in the community. This will be learned through a combination of formal certificated induction and experience of working with others in a similar role.
- Basic literacy and numeracy skills will be required to maintain records and assist with associated administrative tasks.
- CW2 roles will engage with others in assisting with physical tasks requiring some modest manual dexterity. This might include basic cooking, domestic or other vocational activities where physical skills are needed to carry out tasks.
- Other CW2 roles will be required to have physical dexterity necessary for the use of computers for standard software applications.

### **Communicating with others**

- Communication with others is central to the roles. Job holders will constantly interact with others for whom instructions and practical advice must be tailored in a manner appropriate to their needs.
- Listening to others and working with them to achieve agreed outcomes is central to ensuring their wellbeing. Not all individuals will be able to express themselves eloquently, and others will need straightforward messages explained to them in clear, understandable and accessible terms.

### **Demands on the job holder**

- There will be an ongoing requirement to move about the workplace and CW2 job holders will be on their feet for a high proportion of their working time.
- In addition, there will be periodic requirements for quite a high degree of physical effort such as lifting or supporting individuals, pushing wheelchairs or other equipment, or working in awkward and uncomfortable positions.
- Maintaining an awareness of the general surroundings and the movements and activities of individuals they are engaged with, CW2 roles require periods of concentrated sensory attention.
- Job holders may experience some work-related pressure from dealing with the competing demands of service users.
- With constant exposure to vulnerable service users, it is inevitable that many of the working relationships that are central to CW2 roles see job holders exerting greater than normal emotional resilience.
- Job holders will regularly be exposed to unpleasant working conditions including dealing with bodily fluids, waste and other materials and challenging environments. It is also likely that some service users will exhibit particularly challenging behaviour from time to time.