WHERE CAREERS THRIVE

When potential is unlocked, talent *thrives*

West Northamptonshire Council

Job description and person specification

Community Support Worker/ Installer- Provider Services

People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

West Northamptonshire Council

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

Assist with the provision of positive intervention and support for adults with mental health problems; and physical frailty and physical disabilities. Promote independence and community living and help minimise the risk of hospitalisation or admission to residential care.

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.

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. 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 WNC.

8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.

9. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
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	Essential	A, I
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	Essential	A, I
Practical approach to resolving problems and achieving results	Essential	A, I
Ability to work in a way that promotes the safety and wellbeing of children and young people/vulnerable adults	Essential	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period	Essential	A/T/I

Knowledge:	Essential / Desirable	Measured by
Knowledge of the issues affecting residents within West Northamptonshire	Essential	A, I
Demonstrate an understanding of the safe working practices that apply to this role	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Proven experience of health or care work	Essential	A, I
Experience of delivering care services in a community based setting	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
NVQ Level 2 in Health and Social Care or equivalent qualification	Essential	A, I, D
GCSE level of education or equivalent	Essential	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include:
Enhanced Disclosure and Barring Service check

Day-to-day in the role:

Hours:	37	**Primary work base:**	Turn Furlong
Job family band:	Care and Welfare band 03	**Worker type:**	Operational Field-Based
Salary range:	£27,914-£28,781	**Budget responsibility:**	None
People management responsibility:	None		

Working conditions & how we work:
Regular manual handling is involved in this job role and you will be required to lone work.
This job role requires flexibility to meet the service needs, working on a rotating shift pattern, including weekend working.
We are open to discussions about flexible working.
You will be required to drive within the course of your duties.
This role has been identified as an 'operational field-based worker' type, this means that where you work will depend on the role's requirements.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture"

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

West Northamptonshire Council