Job Description

Job Title   Enhanced Response Support Worker

Grade   Scale 3

Overall purpose of the job

To work within the Reablement Team, to deliver personal care and support to people in accordance with their personalised support/Reablement plans. Care and support is given in an enabling way, so that people can maximise their independence.

The Enhanced Response Service is a fast paced service providing support to service users and who trigger their telecare alarm and to responding to non-injured falls. Promoting independence and sign posting to Partnership teams to provide care and support in a person centered way.

The post will require flexible working. This could include regular evening and weekend shifts (for day staff) and flexible nights including weekends (for night staff), as well as the ability and willingness to travel across the team geographical area.
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Main accountabilities

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1.	To assist with provision of all personal care, such as washing, dressing, toileting, shaving, mouth care, catheter care, feeding, meal preparation and others, within the parameters of the care plan. The emphasis is on promoting and encouraging independence.
2.	To enable service users to improve or maintain their mobility through exercise and the use of mobility appliances or fitting equipment if appropriate as prescribed in goal focussed care plans - as agreed by qualified professionals - nurses, occupational therapists and physiotherapists.
3.	To respond to falls and telecare alerts to provide reassurance and practical assistance in co-ordination with other services, such as Fire and Rescue and Ambulance.
4.	To apply learning from adult protection, diversity and mental capacity act training, recognising and reporting any situations, incidents or concerns in line with Council Policy.
5.	To undertake completion of individualised care planning with service users and the reviewing of plans and achievements with service users.
6.	To complete or assist with the completion of service user / staff risk assessments e.g. initial home risk, medication, moving and handling.
7.	To carry out, with training, agreed clinical procedures e.g. simple wound care.

8.	To liaise effectively within the team and with other agencies e.g. assistive technology or health colleagues, to ensure the service is delivered effectively.
9.	To complete written and electronic documentation regarding service user's care in accordance with CCC policy.
10.	To provide staff support such as inductions, mentorship and NVQ assessments.
11.	To work in accordance with the CQC definition of good care promoting dignity and employing an understanding of diversity, mental capacity and safeguarding.
	Clinical and Practice Governance
12.	To work within the policies and procedures of Cambridgeshire County Council.
13.	To work in a way that demonstrates and promotes high standards of care, commitment and communication. To recognise service users as individuals and promote dignity in care. To understand and support diversity.
14.	To attend regular training and maintain up to date, appropriate, knowledge and skills. To engage with the supervision and appraisal process.
15.	To maintain confidentiality in accordance with the Data Protection Act.
16.	**Safeguarding commitment:** 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 III in Health & Social Care	E
Evidence of good standard of general education including basic literacy and numeracy skills	E
Evidence of other systematic or accredited health care training	D

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

Identify Describe	Essential/ Desirable
Knowledge	
Extensive knowledge of working in the community providing care	E
Good IT skills ability to use a computer to record electronically.	E
Knowledge of the local area.	D
Knowledge of the community and voluntary services that will enable service users to maintain their independence post discharge.	D
Willing to develop knowledge.	E
Proven ability in mentoring junior staff.	D
Skills	
Ability to provide personal care in a way that promotes independence.	E
Ability to manage medicines and understand and adopt appropriate practices in relation to infection control and moving and handling.	E
Ability to interact and communicate with clients with a range of needs from a variety of backgrounds.	E
Good communication skills, written and verbal, ability to communicate with other professionals.	E
Sensitive to service users emotional and cultural needs.	E
To be able to reflect on your own practice and learn from it.	E
Ability to make day-to-day decisions an ability to manage your work under pressure.	E
Ability to use initiative and to seek guidance appropriately.	E
Experience	
Working in a care environment.	E
Experience of working with the public.	E
IT experience.	D
Administrator experience	D
Experience in rehabilitation / therapy	D

Experience of working in a multidisciplinary team	**D**
Safeguarding	
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.	**E**
Other Requirements	
Flexibility to work over seven days per week, to support the delivery of a 24hr service.	**E**
Commitment to continued development and willingness to undertake training.	**E**
Ability to travel independently across the catchment area.	**E**

Disclosure level

Disclosure level is required for this post	Enhanced

Work type

What work type does this role fit into?	Field