



North Northamptonshire Council

Job Description

Job Title: Community Support Worker

Grade: F

Overall Purpose of the Job

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 Accountabilities

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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	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Main Accountabilities	
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.

To also 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.

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;

Qualification Required	Subject	Essential/ Desirable
NVQ Level 2 or equivalent	Care	Essential
GCSE or equivalent	All subjects	Essential

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

Knowledge Required	Essential/Desirable
Knowledge of the issues affecting residents within North Northamptonshire	Essential

Skills Required	Essential/Desirable
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
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
Practical approach to resolving problems and achieving results	Essential

Experience Required	Essential/Desirable
Proven experience of health or care work	Essential
Experience of delivering care services in a community based setting	Essential

Safeguarding	Essential/Desirable
Demonstrate an understanding of the safe working practices that apply to this role.	Essential
Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure Level

What disclosure level is required for this post?	None	Standard	Enhanced	Enhanced with barred list checks
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Work Type

What work type does this role fit into?	Fixed	Flexible	Field	Home
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