

Post Specification

Post Specification - Key Information

- **Post Title:** Community Support Worker
- **Date:** May 2024
- **Post Group Number:** 8418
- **Job Family:** People Care and Development
- **Job Family Role Profile:** PCD4
- **Final Grade:** Grade 6

To be read in conjunction with the job family role profile.

Service Area Description

Adult Social Care vision is “People living in a place they call home with the people and things that they love, in communities where they look out for one another, doing the things that matter to them.”

The service has a key role in influencing and shaping service models in Westmorland and Furness, and ensures that in all instances people are supported to achieve their most independent outcome in keeping with the Promoting Independence and Wellbeing Programme and becoming a community powered council.

Purpose of this Post

To work with people who have been identified as having support needs to enable them to achieve identified outcomes; supporting them to retain as much independence as possible and remain living within their local community in their own home environment.

Key Job Specific Accountabilities

1. Work with people to ensure that outcomes are met in accordance with their person centred, strength based care plan which may include the administration of medication. Supporting people to meet their outcomes independently utilising support from internal colleagues; including social care workers, occupational therapists and the wider health and social care teams. Ensuring that any additional outcomes identified during the course of the support episode (which may improve quality of life and promote independence) are fed back to the social care workers in a timely manner. Monitoring service user ability to meet set outcomes and recording according to support plans in the communication files, feeding back to the designated Social Care Worker regularly.
2. To safeguard the security and welfare of the service user, reporting and acting in line with safeguarding policy and guidance, and to escalate and seek appropriate support from other professionals such as GP's, supervisors or emergency services as and when the situation demands. This could include periods of ill health or concerns around safeguarding.
3. Close team working within a dedicated team of support workers, communicating confidentially and effectively with regards to progress or concerns around individuals achieving assessed outcomes. Utilising a non-prescriptive way of working to benefit the individual needs of the service user as they progress through their support episode. Liaising with the social care worker and/or the occupational therapist as well as the care services support team as necessary to ensure support and call times meets service user needs as the support episode progresses.

4. To complete all mandatory training and take responsibility for highlighting any additional specific training needs which would benefit both staff member and service user, feeding this information back to the Supervisor. Attending supervision, appraisal and bi-monthly team meetings as required to ensure robust communication between all staff and the sharing of best practice.
5. Throughout all work activities, promote and demonstrate best practice at all times in accordance with policies and procedures whilst ensuring adherence to the Care Quality Commission and other regulatory bodies requirements.
6. To use existing and emerging digital and computerised care and support systems to support people in a modern and forward-thinking way.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:** None
- **Other:** None

Essential Criteria

Qualifications, knowledge, experience and expertise:

- Level 3 qualification in Health and social care – or the ability to achieve this within 12 month of appointment into post.
- Knowledge and experience of providing support in an empowering way to promote independence. Ensuring that individuals are treated with dignity and respect at all times, having been given choices about how they receive the support that is identified within their support plan.
- Experience of supporting people with medication and identified health tasks; including the ability to administer medication if and when required.
- Demonstrate confidence to work on own initiative as well as effective team working to support the delivery of a quality service to people accessing Support at Home services.
- Ability to work with colleagues in a way that shares and promotes best practice at all times.
- Good verbal and written communication skills are essential.
- Ability to use digital and computerised care and support systems.

Disclosure and Barring Service (DBS) Checks

This post requires a DBS check.

The level of check required is

- DBS Enhanced – Adults

Job Working Circumstances

Emotional Demands:

- In line with service delivery in dealing with service users on the frontline. Involves occasionally dealing with those who are in crisis and distressed and could be displaying behaviours that may be challenging

Physical Demands:

- Ability to lift up to 15kg on occasion
- Modest effort, following manual handling risk assessments which includes undertaking manual handling of people which may involve kneeling and crouching

Other Factors:

- There will be a need to respond to service users who will not always be accessible via public transport; therefore, there is a requirement to travel independently via a motorised vehicle due to the geographical dispersal of the staff and service users throughout the division.