

## Individual Role – Unique Characteristics



**This document is to be used in conjunction with the general role profile**

<b>Directorate</b>	Health and Social Care
<b>Unit</b>	Cumbria Care
<b>Job title</b>	Community Support Worker
<b>Role Profile Level</b>	PCD4
<b>Date</b>	April 2015
<b>Post Group Number</b>	6366

### Purpose

- To provide positive assistance to service users and promote their independence
- To support and develop the service user's emotional and physical well-being, encouraging personal development based on the assessed needs of the individual.

### Key responsibilities

- To provide support, stimulation and encouragement in accordance with the agreed support plan.
- To undertake tasks specified in the support plan that are necessary to ensure the persons physical and mental well-being.
- To undertake any personal or health related tasks as specified in the support plan for which the support worker has been trained and deemed competent
- To maintain close contact with the Supervisor/ Home Care Co-ordinator about the level of service provided to service users and any changes in their circumstances.
- Work closely with other key partners to ensure the best and most up to date practice and techniques are used.
- Monitor the progress of the person against their goals and aspirations and participate in assessments and reviews
- To report immediately to the Supervisor/Home Care Co-ordinator or out of hours team any concerns regarding the well-being of the service user or the level of service being offered.
- To respond sensitively and flexibly to changes in the persons situation.
- To participate in training and competency certification.

- Maximise opportunities for personal development, by participating in Cumbria Care's system of supervision and performance reviews and attend monthly meetings.
- Contribute to maintaining the records of a service user by whatever means the organisation wishes and following appropriate training.
- Ensure the reporting of any abuse or mistreatment in line with the Cumbria Safeguarding Adult Board's policy.
- Adhere to infection control policies and promote good health and good hygiene.
- To undertake other duties and responsibilities appropriate to the role and as identified by your line manager/supervisor.
- To immediately notify your Supervisor/Home Care Co-ordinator of anything, which prevents you from carrying out your duties, to allow alternative arrangements to be made for the people you are scheduled to support until you are able to resume work.
- All employees are required to conform to the Councils Health and Safety Policy and to accept and carry out their responsibilities under the provision of the Health and Safety at Work Act 1974 and associated regulations.

## **Staff Management Responsibilities**

- To engage in safe working practices and work to ensure own personal health and safety.

## **Resources Responsible for**

- Assisting service users with personal monies as agreed in the support plan and with the approval of the line manager/supervisor.

## **Job Working Circumstances**

- A. Emotional Demands – Some exposure
- B. Physical Demands – Considerable effort required
- C. Working Conditions – High disagreeable, unpleasant hazards and considerable adverse exposure

## Individual Role – Person Specification



<b>Directorate / School</b>	Health and Social Care
<b>Unit / Team</b>	Cumbria Care
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	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<p>Education to GCSE level.</p> <p>Commitment to attend training courses.</p> <p>The post holder will be required to undertake QCF level 3.</p>	<p>QCF level 3</p> <p>Medication Administration</p> <p>Moving and Handling.</p> <p>Basic Food Hygiene course</p>
<b>Knowledge</b>	<p>Awareness of the needs and rights of vulnerable people.</p> <p>A good knowledge of health and safety issues and the identification of challenges that may occur when working in people's homes. The ability to undertake positive risk taking.</p>	<p>Knowledge of legislation.</p> <p>Experience of Advocacy Schemes.</p> <p>To have some knowledge of good practice and current thinking.</p>
<b>Relevant Experience</b>		<p>Experience of working in a caring or health setting or caring in a family or voluntary capacity.</p>
<b>Skills</b>	<p>Can work alone and unsupervised but can also work as part of a team.</p> <p>Has a caring disposition and treats people with dignity and respect.</p>	

	<p>Able to co work effectively with staff and colleagues from other agencies.</p> <p>Able to produce accurate written records and update communication documents and support plans as required</p> <p>Understand the need to respect confidentiality.</p> <p>Able to follow instructions and procedures designed to ensure quality is delivered.</p> <p>Have good verbal communication skills which convey warmth, support and encouragement.</p> <p>Able to recognise and respond to non-verbal communication.</p> <p>Able to respond positively and effectively towards people who may challenge.</p> <p>Good time keeping.</p> <p>A willingness to be responsive and flexible to the changing needs and requirements of service users and business.</p> <p>Able to handle a person's monies and medication in accordance with policy and procedure</p>	
<p><b>Other</b></p>	<p>Commitment and motivation to use community based facilities.</p> <p>Staff will undertake induction and complete training identified in mandatory training profile.</p> <p>Service specific related training will be provided</p>	

	Expectation of lone working after induction period.	
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