



Job Title: Community Support Worker

Reporting to: Team Leader

Job Purpose: To provide person-centred support to an individual living with a long-term condition or disability, in their own home. Supporting the individual to gain or recover a quality of life that enables them to achieve their full potential and enjoy a more rewarding personal and community life.

Main Responsibilities:

- To participate in a weekly rota designed to meet an individual's needs, including overnight shifts (waking night or sleep-ins) and inclusion on a Back Up rota.
- To ensure that you registered your presence on and off shift using the e-staff scheduling software, and that you carry your employee identification available for validation if required
- To participate in the development of a Care Plan/Recovery Plan with the individual and the Team Leader, Locality Manager, Locality Nurse and Head of Rehabilitation, and participate in regular review thereon after
- To read and demonstrate a full understanding of the Risk Management Plan and/or Positive Behavioural Plan, reporting and concerns or recommend changes
- To read and demonstrate a full understanding of a legal framework applied to the individual's support, such as a Community Treatment Order.
- To read and demonstrate a full understanding of any deprivations of liberty and to work to offer the least restrictive support as agreed
- To adopt the communication approach that best suits the individual's needs, including non-verbal communication; use of communications aids and applications, or the use of Picture Exchange System (PEC) or Makaton.
- To following the Daily Activity Plan and goals of the Care Plan/ Recovery Plan consistently
- To offer support to the individual (at a level detailed in their Care Plan/Recovery Plan) in all identified areas of daily living; including domestic tasks, pet care (if required) managing their finances, menu planning and shopping, food preparation may require to be undertaken dependant on the needs of the individual
- To offer support with personal care to the individual (at the level detailed in their Care Plan/Recovery Plan), this may include support with mobilising and will require the appropriate levels of fitness and dexterity
- To support the individual to access services that support their health and wellbeing; primary, secondary, specialist services, including complementary healthcare as requested by the individual. Maintaining accurate records of engagement and health outcomes.
- To support the individual to meet their cultural, religious, spiritual, gender and sexual identity, promoting self-esteem at all time

Community Support Worker

- To support the individual to maintain their home, including safety and security checks, environmental cleanliness, reporting property faults to the relevant parties i.e. Letting Agent, Landlord or Housing Association.
- To offer support to the individual to participate in their community and to increase social inclusion, maintaining and developing friends/relationships. Continuously mapping the community for opportunities for inclusion and accessibility.
- To offer support to the individuals to access travel and transport, in some circumstances this may require you to be a named driver of their Motability Car.
- To offer therapeutic interventions as agreed with the Locality Nurse and Head of Rehabilitation, to encourage self-management and self-coping skills, this may include following a Sensory Plan, or an Anxiety Management Plan, or a Harm Minimising Plan if required
- To assist the individual to access and use assisted and life enhancing technologies, including support for the individual to be more digitally engaged.
- To assist the individual with their medication, as detailed in the Medicines Care Plan, ensuring steps towards self-management are achieved where appropriate
- To carry out any levels of observation as directed by the Team Leader, Locality Nurse or Head of Rehabilitation and record correctly, for example incident/accident reports, ABC charts, body mapping, nutrition and hydration records
- Complete Daily Records using the Client Case Management System, whilst undertaking a Waking Night this needs to be complete on an hourly basis.
- To carry out routine handover of information, medication and finances before leaving shift

Additional Responsibilities

- To promote and ensure the good reputation of Gray Healthcare.
- To maintain and demonstrate a positive attitude towards the individual, their families, external services/agencies and their Gray Healthcare colleagues.
- To demonstrate non-discriminatory and anti-oppressive practice in all aspects of work.
- To demonstrate the principles of Dignity in Care
- To attend and participate in Supervisions, Appraisals and Team Meetings and Training as required
- To understand and ensure the implementation of the Company's Health and Safety Policy, Emergency and Fire Procedures as they apply to the individual's needs and their home
- To assist in ensuring quality targets are met in accordance with agreed standards.
- Maintain complete confidentiality of all matters concerning Gray Healthcare, the supported individuals, other employees and related work.
- To be familiar and comply with all Company policies and procedures
- Undertake other duties, as required, by the Team Leader, Locality Manager and Locality Nurse.

Health and Safety

The post holder has a duty under the Health and Safety Work Act 1974, to:-

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the treatment centre, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

Community Support Worker

Data Provisions

The post holder must all times respect the confidentiality of information in line with the requirements of Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorized persons or organisations as instructed.

This list of duties and responsibilities is by not exhaustive and the post holder and the post holder may be required to undertake other relevant and appropriate duties as reasonably required. This job description is subject to regular review and appropriate modification.

| Person Specification – Community Support Worker | | |
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| CRITERIA | ESSENTIAL | DESIRABLE |
| Qualifications | | Care Certificate NVQ/QCF 2-3 in Health & Social Care Certificate in Mental Health, Learning Disabilities or Autism |
| Experience | 6-12month experience of supporting a vulnerable adult in a community setting, paid or voluntary | Experience of supporting individuals with behaviours that challenge Experience of supporting individuals that who have non verbal communication |
| Knowledge / Skills | Excellent communication skills both written and verbal and including good IT skills Ability to understand and follow Care/Recovery Plans and Risk Management Plan/Positive Behavioural plans Genuine interest in working within a caring environment Willingness to undertake additional training | Good understand of social models of health and well being Good understanding of Positive Behavioural Support Good understanding of recovery |
| Other | Ability to travel to individuals home during public holidays and transport disruptions Driver with a clean licence (if supporting an individual with a Motability Care) Ability to offer physical assistance if requires Ability to work across Care Packages if required. Ability to participate in a Back Up Rota | Driver |

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| Supplementary Information – Community Support Worker |
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| Location: | As per your contract of employment |
| Salary: | As per your contract of employment |
| Hours: | As per your contract of employment |
| Leave: | 28 including public and bank holidays (pro rata for part time) |
| Pension: | Auto Enrolment |
| Uniform: | |
| Other: | |

I confirm I have read and understand this Job Description and Person Specification.

Name of Post Holder: _____

Signature: _____

Date: _____