

Job Description and Person Specification

Position	Community Support Worker (Supported Living)
Responsible to	Supported Living Service Manager
Hours of work	Refer to contract of employment
Annual Leave	Refer to contract of employment
Benefits	Contributory pension scheme

PART 1: JOB DESCRIPTION

1 Purpose of Position

- 1.1 To support Service Users in their own homes and in the community through person centred approaches
- 1.2 To provide flexible and supportive services to maximise Service User independence
- 1.3 To work within the context of organisational policies and procedures
- 1.4 To maintain confidentiality at all times
- 1.5 To work in partnership with Service users, the team, the organisation and the wider community
- 1.6 To promote equality and diversity within the service and the wider community
- 1.7 Support Service Users to take control of their lives and to maximise their inclusion and participation in the community according to their needs, wishes and preferences.
- 1.8 To support Service Users to access a range of opportunities and experiences, either from their own home or the wider community.
- 1.9 To support Service Users to monitor their health and wellbeing
- 1.10 Attend staff meetings and supervision meetings and contribute to the promotion of good practice across the service
- 1.11 Attend all statutory training and comply with legislation requirements
- 1.12 Support Service Users to reach their full potential.
- 1.13 Where appropriate to work closely with service management and families to support service users.
- 1.14 To support service management in a developmental capacity (both for service users and staff).
- 1.15 Where required, to carry out various aspects of service user medication administration in accordance with the policies and procedures and the service user's support plan.
- 1.16 To carry out various service management activities as directed by the Registered Manager, eg, assist with staff induction or staff training.

2 Accountabilities

- 2.1 For ensuring that all service users are treated with dignity and respect in all aspects of their lives.
- 2.2 Taking person-centred approaches to supporting the service users.
- 2.3 Following company policies and procedures, and service user support plans.
- 2.4 Reporting concerns or raising questions when in doubt. Liaison with On-Call or Head Office functions where appropriate.
- 2.5 For ensuring accurate and safe administration of service user medication for the designated shifts.
- 2.6 Maintaining good relationships with service user families when working with service users in their family home.

3 Service User Support

- 3.1 To support Service Users with all aspects of their agreed support plan
- 3.2 Where appropriate, support Service Users with personal care needs
- 3.3 Support Service Users to manage their health and medication, including administration of medication where appropriate. Where appropriate, support service users to attend medical reviews and various healthcare appointments as required.
- 3.4 Support Service Users to develop skills to enable them to manage their daily lives
- 3.5 Support Service Users with food preparation where appropriate
- 3.6 Actively listen to Service users views, decisions and choices
- 3.7 Support Service Users to achieve planned goals and personal outcomes
- 3.8 Support Service Users to be at the centre of any planning about their lives (where appropriate, support service users to develop an essential lifestyle plan in accordance with their needs and choices).
- 3.9 To provide monthly reports and provide pre-review reports as required.
- 3.10 Support Service Users to become active and valued members of the community
- 3.11 Participate in Service Users holidays when required
- 3.12 Support Service Users to develop problem solving skills
- 3.13 Support Service Users in line with behavioural guidelines
- 3.14 Support Service Users to access employment, education and leisure opportunities
- 3.15 Support Service Users to access community facilities of their choice
- 3.16 Inform the domiciliary manager of any concerns related to the health and wellbeing of the service user
- 3.17 Support Service users to make complaints and to adopt the adult safeguarding procedures where appropriate. .
- 3.18 To ensure that all complaints are brought to the attention of service management as appropriate
- 3.19 Support Service Users to report any maintenance concerns or hazards
- 3.20 Work in and promote a non-aversive approach
- 3.21 Respect service users privacy, property and choice
- 3.22 Assist Service Users to develop and maintain relationships with family and friends
- 3.23 Use the emergency services where appropriate
- 3.24 Use out of hours on-call support where appropriate
- 3.25 To work with Service User and Service management to produce and review appropriate support plans accordance with the domiciliary process

4 Team Working

- 4.1 To participate in and support the development of team members as directed by service management.
- 4.2 To attend meetings as directed by service management.
- 4.3 To support other team members in their daily working activities where appropriate and to follow instructions given by service management.

5 Employee Development

- 5.1 Receive and complete an agreed induction in the first six weeks of employment
- 5.2 Receive on-going induction
- 5.3 Participate in bi-monthly supervisions with your line manager
- 5.4 Actively participate in an annual appraisal
- 5.5 Attend training courses to enhance you skills and knowledge
- 5.6 Participate in and support the development of team members, as directed by your line manager (e.g., assist with training and induction of new team members)

6 Recording, Reporting and Administration

- 6.1 To complete the Service Users support notes at the end of each shift
- 6.2 To maintain complete and accurate records including Service Users personal files and financial records
- 6.3 To provide regular oral and written records reports to the Service coordinator on the progress of individual Service Users
- 6.4 Support Service Users to document all appointments in their diaries and to inform the Service coordinator as appropriate
- 6.5 To follow Ashcroft Care Services Ltd financial policies and procedures.
- 6.6 To read the communication book, support notes and diary at the beginning of each shift
- 6.7 To assist in the development and implementation of risk assessments
- 6.8 To follow the read and sign process for Service Users files and policies and procedures of Ashcroft Care Services Ltd
- 6.9 Report to the Domiciliary Manager any concerns, worries or deficits in service provision, short falls in staffing levels, breeches in discipline or conduct at work by any Ashcroft employee.
- 6.10 To attend reviews when requested by the Service User
- 6.11 To immediately report any alleged abuse through the vulnerable adults' procedure
- 6.12 To work in partnership with Service Users, agencies, families and stakeholders.
- 6.13 To use the out of hours on-call support service and emergency services as appropriate
- 6.14 To carry out other duties as required by the Domiciliary Manager or seniors managers at Ashcroft Care Services Ltd.

7 Working Environment and Potential Risks

- 7.1 Working to support adults in a domestic environment / own home / and in the community.
- 7.2 Service users will from time to time display challenging behaviour which may be physical and/or verbal and/or behavioural in nature. The role may require non-violent crisis intervention procedures (non-violent restraint in line with procedures) from time to time.
- 7.3 Implications for COSHH: domestic chemicals and pharmaceuticals.
- 7.4 Implications for health and safety: Food hygiene, fire safety, manual handling, accident prevention.
- 7.5 The role requires shift work (daytime)
- 7.6 The role requires driving Service Users and staff using their personal vehicle or company vehicles.
- 7.7 The incumbent will be required to attend meetings at Head Office from time to time.
- 7.8 The role may involve working with service users within a family environment where the risks are not fully understood or controlled.
- 7.9 The role may involve working alone with a service user and handling challenging situations when they arise.

This job description is not an exhaustive list of duties but a guide to indicate the main areas of responsibility and will be subject to review to meet the service needs.

PART 2: PERSON SPECIFICATION

8 Education and Qualifications	Desirable/Essential
8.1 NVQ2 or above in care or equivalent	Essential
8.2 To hold a valid UK driving license	Essential
9 Experience	Desirable/Essential
9.1 Previous experience of working with adults with learning difficulties challenging behaviour, autism and epilepsy and/or mental ill health	Essential
9.2 Experience of working within standard laid out in the Domiciliary Care standards Act 2000	Essential
9.3 Experience of lone working	Desirable
9.4 Experience of working in a domiciliary environment	Desirable
10 Skills, knowledge and training courses	Desirable/Essential
10.1 A good understanding of the needs of adults with learning difficulties and/or Mental ill health	Essential
10.2 Ability to work in partnership with Service Users, colleagues, support services, families and stakeholders.	Essential
10.3 Ability to use initiative and on occasion work under pressure	Essential
10.4 Ability to maintain confidentiality	Essential
10.5 Good written and verbal communication skills	Essential
10.6 Ability to solve problems	Essential
10.7 Ability to adapt to different situations	Essential
10.8 High standards of work	Essential
10.9 Commitment to improve Service Users lives	Essential
10.10 To be able to drive a vehicle with a service user as a passenger	Essential
10.11 To be able to effectively and safely deal with challenging behaviour	Essential
10.12 Ability to work within a team	Essential
11 Attributes	Desirable/Essential
11.1 To have a enjoyment of working with adults with learning difficulties	Essential
11.2 Share similar values to Ashcroft	Essential
11.3 Possesses honesty and integrity	Essential
11.4 Treats people with respect and dignity	Essential
11.5 Actively promotes equal opportunities and accepts diversity	Essential
11.6 Self motivated	Essential
11.7 Willing and able to promote the personal development of self and others	Essential
11.8 To have a innovative approach to working and to solving problems.	Essential
11.9 To be able to work with service users in a family home and to handle the multiple interpersonal relationships that may arise.	Essential
11.10 To be flexible about work location and task designation	Essential
11.11 Able to work alone with service users – being adaptable.	Essential
11.12 Does not panic in challenging situations – remains calm and objective	Essential
11.13 Able to cope alone to meet the varying needs of service users or to deal with the challenging situations that they may present.	Essential

Job Description and Person Specification



12 Any other specialised requirements (e.g. physical, social, etc)	Desirable/Essential
12.1 Shift work including some night work	Essential
12.2 Able to work under pressure from time to time	Essential
12.3 Able to meet the physical and mental and emotional challenges of the role (which may be determined by occupational health checks)	Essential
12.4 To be able to work flexibly to meet the requirements of the role, for example, visit clients in their own homes at agreed times.	Essential
12.5 To be able to work alone with a service user and to be able to handle the various situations that may arise.	Essential
12.6 To be able to work at multiple work locations in a single day or week and to work split shifts where appropriate.	Highly desirable
12.7 To meet personal vehicle insurance requirements and company vehicle insurance requirements	Essential
12.8 The gender of the support worker may on occasion be a specific requirement of the role	