



## Role Profile

<b>Job Title:</b> Community Support Worker	<b>Grade/ Level:</b> L	<b>Post Number:</b> SO3498 V2
<b>Directorate:</b> Adult Social Care	<b>Job Family:</b> Public Health – Community Health and Wellbeing	<b>Date Prepared:</b> July 2018

**Role reports to:** Live Well Response Manager

### Job Purpose:

The Live Well Response Worker (LRW) will provide practical & emotional support to adults living in Swindon, who have been identified by Swindon Borough Councils Adult Services, as needing support. The aim being to re-able them to regain and maintain skills in order to maximize their resilience and independence, allowing them to enjoy the best quality of life. The Live Well Response Worker may be asked to work with other client groups at the discretion of the Manager.

### Key Accountabilities:

1. To be available to work flexibly including occasional evenings and weekends to cover the needs of the clients (at short notice if necessary) within agreed availability.
2. To encourage, enable and support the people we work with to develop and maintain skills to maximize independent living. This will not include personal care but practical tasks that will assist the client to regain their independence, increase their resilience, promote self-care and self-management motivating them, where possible, to participate in community life.
3. To continuously assess the needs of individuals and monitor the aims, objectives and outcomes of their personal plan. To participate in (where required) a range of formal and informal meetings/feedback.
4. Liaise with other professionals/family members and carers, reporting any key concerns to respective Senior Staff in line with Swindon Borough Council's policies, procedures and guidance.
5. To support the people we work to manage their finances where required. This could include helping with shopping, bill paying, pension collection, and signposting people to access debt support.
6. Working alongside other health and social care professionals, to promote physical and emotional health and wellbeing, signposting where necessary for additional support (statutory and non-statutory services).
7. To support self-advocacy as appropriate and in consultation with line manager, to address and escalate issues of concern on behalf of the client.
8. Maintain accurate and up to date records of activity carried out with the people we work with.
9. Attend required identified training courses & meetings to improve and broaden knowledge and skills base and to keep up to date with current issues. To participate in the training and induction of new workers (buddy system).

10. To work to and adhere to the principles of all Swindon Borough Council policies and procedures for example Risk Assessment, Confidentiality, Data Protection, Lone Working, Safeguarding Vulnerable adults, together with all required legislation.
11. To be aware of security issues in clients' own homes and report concerns.
12. To respect the religious, spiritual, and cultural needs of the people we work with in conjunction with their personal plans.

**Supplementary Accountabilities:**

1. To be aware and comply with all relevant Swindon Borough Council policies, procedures & guidance on Health & Safety, Manual Handling, COSHH, Food Hygiene, Fire, First Aid and Accident/Incident policies (not exhaustive list).
2. To make decisions, which may affect the people we work with in an emergency, liaising with 999-ambulance service, out of hours GP and On Call officer.

**Job Scope: No & type of jobs Managed:** None

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**Typical tasks supervised/allocated to others:**  
Participation in buddy system with new staff.

**Budget:** None

**Assets:** Personal Protective Equipment

**Knowledge & Experience:**

- Experience of caring for vulnerable adults on a one to one basis, with a wide range of complex needs.
- Experience of working in the community settings with individuals and knowledge of community resources to aid signposting.
- Knowledge of the issues affecting people experiencing challenges and or vulnerability.
- Knowledge and experience of safeguarding.
- Knowledge of Anti discriminatory practice.
- Understanding of Health and Safety.
- Understanding of the need to keep within professional boundaries.
- Experience of lone and team working.

**Decision Making:**

- Working collaboratively to support people to solve problems, as they arise, in consultation with managers.
- Where necessary, report issues to management.
- Organisation of time in negotiation with managers and service users.

**Contacts and Relationships:**

- To develop and maintain good communication with individuals, their families and relevant agencies, whilst only sharing information on a “need to know basis”.
- To attend and participate in regular team meetings and supervision and maintain regular contact and communication with other team members.
- Communicate at a level that is appropriate whilst being respectful and preserving dignity.
- Where joint work takes place, ensure communication with other professionals/teams.
- Keep accurate and complete records of all contact with clients.
- Working with colleagues and volunteers where appropriate to enable sustainable community based support.

**Creativity & Innovation:**

- Communicate with clients using various methods and resources.
- Adapt a person centered, solution focused approach to maximize the potential of the people you work with
- A dynamic approach to produce results.

**Job Specific Competencies:**

- To hold NVQ Level 2 in Health and Social Care or equivalent.
- To be literate and numerate.
- To undertake occasional manual handling where appropriate
- To be suitably mobile to travel within the Borough boundaries as required.

**Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

In accordance with the provisions of the Health & Safety at work Act 1974 and the Management of Health & Safety at Work regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health & safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

This post is subject to a DBS disclosure, which will be carried out if your application is successful.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date:

**Standards Which Apply to all Posts:**

Housing and Social Care is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

You have a duty to report abuse immediately, and to take appropriate action in accordance with Swindon Borough Council policies. Information and / or training will be given to all staff around how to recognize abuse and the reporting procedures.

Ensure that any identified personal training needs are discussed with the immediate supervisor.

Undertake any other duties that can be accommodated within the grading level of the post.

**NOTE:**

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department always in consultation with the post holder.