



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

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| <b>Job Title:</b><br>Community Support Worker  | <b>Role Profile Number:</b><br>P/A                                |
| <b>Grade: L</b><br><b>Salary:</b>              | <b>Date Prepared:</b><br>Sept 2016                                |
| <b>Directorate/Group:</b><br>Adult Social Care | <b>Reporting to:</b><br>Registered Manager or Senior Team Members |
| <b>Structure Chart attached:</b>               |   |

### **Role Purpose:**

The Community Support Worker (CSW) will provide practical, emotional and physical support for up to 39 older people living in a care home or independently in Swindon. The aim being to meet the needs of older people, for them to maintain skills in order to maximise their independence and maintain a high quality of life. The Community Support Worker may be asked to work with other service user groups at the discretion of the Manager.

### **Role Accountabilities:**

- To be available to work within a flexible rota during days, weekends and bank holidays, to cover the needs of the service users (at short notice if necessary).
- To encourage and enable service users to develop and maintain skills to maximize independent living within a care home setting.
- To participate in the assessment and care/support planning process. To continuously assess service users needs and monitor the aims, objectives and outcomes of the Support/Care Plan
- To participate in a range of formal and informal meetings regarding service users needs. This to include organising and preparing regular Service Reviews.
- To assist Service Users in managing their finances, this could include helping with shopping, confirmation of finances and reassurance regarding finances.
- To support service users in all aspects in administration of medication as prescribed by GP, consultant or prescribing nurse in line with Swindon Borough Council's Medication Policy. To administer medication to service users where necessary as set down in individual Service Users Personal Care Plans.

- To participate in the monitoring of service users mental and physical health, and to support and enable them to access Health agencies as required.
- As appropriate and in consultation with the manager, address issues of concern on behalf of the service user. Support service users to advocate for themselves as much as possible.
- Maintain accurate and up to date records of work with service users, including report writing of occurrences, medication reporting and reporting any accidents or incidents that occur.
- Attend training courses 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.
- To work to and adhere to the principles of all Swindon Borough councils policies and procedures for example Confidentiality, Data Protection Act, together with National Guidance and policies for Supporting People and Valuing People.
- To partake in regular building checks throughout the day for the safety of service users, family, friends and colleagues.
- To provide emotional support for sick and dying service users in conjunction with their families, friends and staff team.
- To provide physical, emotional and spiritual support to meet the needs of service users throughout the day in conjunction with their personal care plans.

### **Other Key Features of the role**

- To participate in moving and handling training and use equipment such as transfer boards, slide sheets, turntables and hoists as set down in individual Service User Personal Care Plans.
- To be aware and comply with Health & Safety, Manual Handling, COSHH, Food Hygiene, Fire, First Aid and Accident/Incident policies as set down by Swindon Borough Council.
- To make decisions, which may affect the service users in an emergency, liaising with 999-ambulance service, out of hours GP.

### **Knowledge and Experience**

- Experience of caring for vulnerable older people.
- Experience of working in the community or care home on a one-to-one basis with service users.
- Knowledge of the issues affecting vulnerable people.
- Knowledge of anti-discriminatory practice.
- Understanding of Health and Safety and manual handling issues.
- Understanding of the need to keep within professional boundaries.
- Experience of loan and team working.
- Experience of the needs of older people with dementia

**Statutory and or Qualifications required for this post:**

To work towards gaining NVQ level 2 in Care. And care Certificate

**Contacts and Relationships**

- To develop and maintain good communication with all relevant agencies and service user’s family and social contacts, 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 with service users at a level that they understand, whilst being respectful and preserving dignity.
- Where joint work takes place, ensure communication with other team members.
- Keep accurate and complete records of all contact with service users.

**Key Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

**Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people?”

**Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

**Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

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|----------------|------|
| Board Director |      |
| Signature:     | Date |

## **General Information**

### **Equality & Diversity**

Swindon Borough Council is committed to achieving equality of opportunity for all employees and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation.

### **Health & Safety**

Swindon Borough Council recognises its duties under the Health and Safety at Work Act 1974 to ensure, as far as it is reasonably practical, the Health, Safety and Welfare at Work of all its employees and, in addition, the business of the Swindon Borough Council shall be conducted so as to ensure that patients, their relatives, contractors, voluntary workers, visitors and members of the public having access to Swindon Borough council premises and the facilities are not exposed to risk to their health and safety.

### **Appraisal and Personal Development**

Swindon Borough council is committed to lifelong learning for all employees and has put in place an appraisal and development infrastructure.

### **Information Governance**

It is a contractual requirement for the post holder to ensure that as a minimum they acquire the necessary skills to implement good practice in all matters relating to information governance and in particular data which can be attributed to an individual.

The post holder must adhere to Swindon Borough Council information governance policies and procedures including the Data Protection Act, Records Management, and any other applicable policies and regulations.

### **Records Management**

The post holder has a responsibility to adhere to the standards defined within Swindon Borough Council policies in the creation, use, closure, retention, and disposal of records. The types of record held may consist of patient or staff records, administrative records, photographs, microfiche, audio and tapes, e-mails, electronic and scanned records and text messages.

### **Data Quality**

Swindon Borough council is committed to producing relevant and reliable data and information to support decision making, manage performance and provide evidence to demonstrate compliance with CQC standards. The post holder is responsible for ensuring any data and information recorded by the individual complies with any guidance or policies.

### **Partnership Working**

Swindon Borough Council is committed to partnership working and staff involvement, underpinned by the values of openness, trust, employee involvement, development, diversity at work, commitment to modernisation and delivering the highest standards of performance.