

## CAMBRIDGESHIRE COUNTY COUNCIL

### PERSON SPECIFICATION

**Job Title:** Support Worker (Day Services)  
**Section:** Learning Disability Partnership  
**Directorate:** Adult Support Services  
**Reports to:** Senior Support Worker  
**Grade:** Scale 1d/2\*

#### Education, Qualifications & Training

##### Desirable:

- NVQ11 in Care or equivalent Care qualification or willingness to undertake
- Short courses (eg Sign on, Direct Care, H&S, First Aid, Moving and Handling, Protecting Vulnerable Adults from Abuse, Diversity Awareness, SCIP, Epilepsy, Food Hygiene Certificate etc)
- LDAF Award

#### Knowledge and Experience

##### Essential:

- Understanding of diversity awareness
- Understanding the principle of confidentiality
- Care work

##### Desirable:

- Residential work
- Day service provision
- Work with people from various cultures
- Personal care work
- Key working
- Work with carers
- Service user advocacy
- Work in the field of disabilities
- Working in the community
- Working with challenging behaviour
- 'Valuing People' white paper

#### Skills and Abilities

##### Essential:

##### Ability to:

- Promote service users' independence/autonomy
- Plan, prepare and evaluate individual development activities for

service users

- 'Move and Handle' (ie for physiotherapy and personal care tasks)
- Adapt to change on a daily basis, and no longer term as service develop and change
- Work as part of a team and independently
- Challenge and be challenged
- Think creatively
- Work unsupervised
- Communicate on a number of levels
- Identify potential risks

Skills in:

- Assertiveness
- Planning and organising
- Written and verbal communication at a number of levels
- Keeping accurate records

### **Attitudes**

Essential:

- Awareness of own power in relation to service users
- Enthusiastic about enabling and empowering service users
- Awareness of own development needs
- Willingness to be trained
- Commitment to person centred service provision
- Commitment to community inclusion
- Willingness to adapt to the changing demands of the service
- Commitment to the principles of care
- Willingness to undertake minibus driver training and to transport Service Users

### **Circumstances**

Essential:

- Ability to travel within the area

Desirable:

- Driving Licence
- Mini-bus Driving Permit

### **Attributes (referring to CCC Behaviours Framework)**

#### **Core Behaviours**

- Respect for Others (Level 1) Is reliable and consistent in words and actions
- Self Confidence (Level 1) Shares knowledge and experience with others
- Team work and Co-operation (Level 1) Is always courteous in dealing with colleagues and service users

- Customer Focus (Level 1) Presents a positive image of self and Council to customers/ colleagues
- Planning and Organising (Level 1) Is willing to respond to reasonable requests beyond normal routine
- Problem Solving and Decision making (Level 1) Recognises when to make a decision and when to seek advice

**Role Specific:**

- Effective Communication (Level 1) Knows what to communicate and when
- Initiative (Level 1) Responds to routine or day to day problems as they present themselves
- Striving for Excellence (Level 1) Consistently meets job criteria, set standards and deadlines

\* Please note that for linked grades, appointment or progression to *Scale 2* is dependent upon NVQ qualification and keyworking.