

## JOB DESCRIPTION

**Job title:** Support Worker (Accommodation Services)  
**Section:** Adult Support Services  
**Directorate:** Children, Families and Adult Services  
**Reports to:** Senior Support Worker  
**Location:** As per contract  
**Hours:** As per contract

### Job Purpose:

To enable adults with a learning disability to live as fully independently as possible and to enjoy lifestyles as close to those enjoyed by other members of the community. To support and empower adults with a learning disability to enhance the quality of their life, maximise potential and to continue to promote and develop independence skills within their own home, whilst accessing the respite service.

Due to the nature of the work and the working environment the post-holder will often be lone working and will not readily have support and/or supervision available. S/he will therefore need to be able to respond immediately to crisis situations or instances of challenging behaviour whilst in the community by assessing the situation as it arises and the consequent level of risk to the service user and others.

### Main Duties:

1.	Support service users to live as independently as possible in accordance with individual care plans, health action plans and person centred plans (including support with personal care). Provide practical support, training and encouragement so that service users can build on their own skills and abilities whilst respecting their individual needs and choices.
2.	Provide support, advice and help to service users in managing their health care needs (e.g. monitoring changes or administering medication), and support service users in accessing mainstream health services to promote a healthy lifestyle, according to individual needs. Undertake some designated specialist care tasks when required.
3.	Develop and maintain knowledge of individual care needs to be able to understand the triggers of challenging behaviour. Adhere to guidelines developed for that individual to ensure a consistent approach to individuals who significantly challenge the service or those who work with them, whilst at home or in the community.
4.	Work to counter discrimination in the lives of people using the service, both within the service and out in the community during interaction with mainstream facilities, by challenging opinions and stereotypes and being positive about disability rights. Empower the service users to take control and make choices in the community.
5.	Undertake the roles and responsibilities of a key worker e.g. carrying out and updating risk assessments, care plans and health action plans. Prepare for and contribute to reviews and any other relevant meetings and liaise with family members and other professionals as required.

6.	Take responsibility for ensuring that service users maintain contact with family and friends if needed and to establish contact with neighbours and the local community. Where required, help and encourage service users to find out about local, social and leisure activities, promoting inclusion in the community.
7.	Make appropriate use of communication systems to obtain and give information. Ensure that information and records are accurate and kept up to date.
8.	Provide support and information to enable service users to manage their finances and all aspects of maintaining their homes.
9.	Take responsibility for Health and Safety issues and follow departmental policies and procedures.
10.	Ensure service users are protected from abuse. Respond to safeguarding issues following the appropriate policies and procedures.
11.	Undertake shift/weekend/evening and bank holiday working. Sleep-ins to be worked as and when required. You may be required to lone-work.

# CAMBRIDGESHIRE COUNTY COUNCIL

## PERSON SPECIFICATION

**Post: Support Worker (Accommodation Services)**

**Team: Respite and Supported Living Services**

**Grade: Scale 2/3**

### **Education, Qualifications & Training**

#### Essential

- A willingness to undertake as a priority when available (E.g. the Diploma in Health and Social Care)

#### Desirable:

- Level 2 or 3 qualification in Health and Social Care
- First Aid training
- SCIP training
- Assisting People to move training
- Food Safety training
- SOVA training
- Epilepsy Training
- Autism awareness training

### **Knowledge & Experience**

#### Essential:

- Appreciation of the need for safety and confidentiality in service provision
- Ability to adapt to change on a daily basis, and/or longer term as services develop and change
- Demonstrate an understanding or experience of supporting people

#### **For progression to Scale 3:**

- **Level 2 Diploma in Health and Social Care**
- **Experience of undertaking designated specialist care tasks**
- **Awareness of safeguarding of vulnerable adults issues**
- **Understanding/previous experience of the process of risk assessment to ensure the safety of service users**
- **Experience of working with service users with behaviour that challenges**

#### Desirable:

- Experience of working with vulnerable people
- An understanding of the principles of supported living and good practice in working

with people with a disability

- Awareness of abuse and the support and protection required by service users
- Residential/supported living services
- Day service provision
- Working with people from varying cultures
- Personal care work
- Working with carers
- Service user advocacy
- Experience of managing behaviours that challenges
- Awareness of the role of the CQC in monitoring and assessing the service.

### **Skills & Attributes**

#### Essential:

- Ability to work as part of a team and on own initiative
- Good written and verbal communication skills
- Ability to work unsupervised
- Ability to identify, record and report hazards and risks
- Ability to keep accurate records
- Willingness to share new ideas and challenge the status quo

### **Attitude**

#### Essential:

- Committed to maintaining confidentiality
- Committed and enthusiastic towards working with people with disabilities and supporting people towards independent living
- Committed to providing a high quality person-centred service
- Committed to equal opportunities and embracing diversity
- Willing to undertake training and development
- Committed to anti-discriminatory practice
- Willing and capable of working with people who may challenge you and/or the service
- Non-judgmental

### **Circumstances**

#### Essential:

- Ability to travel within the County
- Ability to attend training and staff meetings as required
- Able to work days, evenings, weekends, and bank holidays on a rota basis.
- Able to work sleep-ins when required

#### Desirable:

- Willing to undertake the Midas driving permit training

## **ATTRIBUTES (referring to Cambridgeshire Behaviours)**

### **Working together**

You work with others to reach a common goal, tackling objectives innovatively and with particular regard for shared objectives. Proactively, you share information and search out expertise from relevant partners and/or the communities we serve. Specifically to this role:

- I liaise with colleagues and customers
- I carry out my work to standards agreed with my line manager and outlined in my job description

### **Integrity**

You carry out your duties openly, fairly and honestly and demonstrate reliability and transparency at all times. You are an active listener and communicator and strive to work in a 'say what you do, do what you say' ethic in delivering what you promise, taking responsibility for your actions. Specifically to this role:

- I set out clear expectations to others about what I can deliver
- I communicate outcomes effectively

### **Respect for others and public resources**

You are aware of your impact on others and public resources. You identify and consistently demonstrate a commitment to working for everyone in our communities, promoting the value of diversity and opportunities for all. This extends to your use of resources, minimising harm to our climate, and our natural and built surroundings. Specifically to this role:

- I act in a considerate way towards colleagues, customers
- I act and respond sensitively when using and working with our resources

### **Excellence**

With enthusiasm, you work to meet personal, organisational and customer expectations. You pursue a 'can-do' attitude in all of the work you deliver, ensuring it meets the needs of all current and potential customers. Specifically to this role:

- I consistently meet my objectives
- I can identify and deliver excellent practice in my work