

## CAMBRIDGESHIRE COUNTY COUNCIL

### JOB DESCRIPTION

**Job Title:** Support Worker - In House Provider Services

**Section:** Adult Support Services

**Directorate:** Children, Families and Adults

**Reports to:** Senior Support Worker

**Grade:** Scale 2/3

**Location:** As per contract

**Hours** As per contract

**Job Purpose:**

To enable adults with a disability to live as 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, or Older People, to enhance the quality of their life, maximise potential and to continue to promote and develop independence skills within their home, day opportunity setting, supported living unit or whilst accessing respite.

To 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.

Undertake shift/weekend/evening and bank holiday working. Sleep-ins to be worked if and when required by the service (accommodation services).

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. They 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 consequence level of risk to the service user and other.

**Principle Accountabilities:**

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| <p>1. Support service users to live as independently as possible in accordance with individual care plans, health action plans and person centred plans.</p>   | 20% |
| <p>To assist service users to participate in community based activity, or within a day centre, as a group or individual to make sure that opportunities for independence are developed or maintained. Create positive interpersonal relationships with service users providing support with problem solving and promoting self-reliance.</p>               |     |
| <p>Develop and maintain knowledge of individual care needs to be able to understand what triggers challenging behaviour. Adhere to guidance developed for that individual to ensure a consistent approach to individuals who significantly challenge the service of those who work with them, whilst at home, in the community or within a day centre.</p> |     |

<p>2. Work to counter discrimination in the lives of people using the service both in and out of the community during interaction with mainstream facilities, by challenging opinions and stereotype and being positive about disability rights.</p> <p>Recognise the imbalance of power that can occur when people have limited ability to communicate and re-addressing it to empower the service user to take control and make choices.</p>	15%
<p>3. To provide support, advice and help service users with all aspects of their personal care, as needed. Empower service users to take control of their own lives within the normal boundaries of independence and citizenship.</p>	10%
<p>4. To provide support, advice and help service users to manage their health care needs (e.g monitoring change or administering medication) and to support service users in accessing mainstream health services, within accommodation services, to promote a healthy lifestyle according to individual need. Undertake appropriate designated specialist tasks as required.</p>	10%
<p>5. Provide appropriate support to service users to enable them to manage the activities of daily living, this may include teaching skills or support to employ alternative providers or use community resources.</p> <p>To undertake the roles and responsibilities of a key worker i.e carrying out risk assessments and updating care plans, health action plans and person centred plans. Prepare for and contribute to reviews and any other relevant meetings and liaise with family members and other professionals as required. Use IT and online programmes, training platforms and emails to complete work required.</p>	10%
<p>6. Assist service users where required to access community facilities, including arranging emergency transport, etc. When providing support in an individual's home take responsibility for ensuring the service users maintain contact with family and friends if needed and to establish contact with neighbours and the local community promoting a better understanding of the nature of disability where possible. Where required, help and encourage service users to find out about local, social and leisure activities.</p>	10%
<p>7. To make appropriate use of communication systems to obtain and give information. Ensure that information is accurate and kept up to date. This will include written care plans, health action plans and person centred plans, notes of team meetings, accident and incident reports.</p>	5%
<p>8. In relation to accommodation services - to support, advise and assist service users to manage their home, including decorating, purchasing furniture, maintaining the garden and reporting/dealing with maintenance issues.</p>	5%
<p>9. To advise and support service users with health and Safety issues whilst in the service and follow departmental policy and procedures.</p>	5%

10. Ensure service users are protected from abuse. Respond to emergencies following the appropriate policy and procedure.	5%
<p><b>For Progression to Scale 3 the following task are required as part of your role:</b></p> <ul style="list-style-type: none"> <li>• Regular sleep-in shifts as required by service</li> <li>• Competent for the administration of medication</li> <li>• Competent to complete delegated health tasks</li> <li>• Competent to complete risk assessment/ care plans.</li> </ul>	

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

##### Essential

- No formal qualifications required, however 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
- Assisting People to move training
- Food Safety training
- Making safeguarding personal
- Mental Capacity Act/Deprivation of Liberty safeguards
- 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 caring

**Please note that for linked grades, appointment or progression to Scale 3 is dependent upon a relevant level 2/3 qualification**

Desirable:

- Experience of working with Older People or those with a disability
- Awareness of abuse and the support required by service users
- Residential/supported living services
- 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
- Good IT skills
- Ability to think creatively and work unsupervised
- Ability to identify, record and report potential risk
- Ability to keep accurate records

**Attitude**

Essential:

- Able to maintain confidentiality
- Commitment and enthusiasm towards working with people with disabilities and supporting people towards independent living
- Commitment to the principles of independent living
- Commitment to providing a high quality needs led service
- Commitment to equal opportunities.
- Willingness to undertake training and development
- Committed to anti-discriminatory practice
- Willingness and capacity to work with people who may have challenging behaviour.

**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 as required by the service.
- Able to work sleep-ins if and when required by the service.

**Desirable:**

- Driving Licence
- Minibus driving permit

## **Cambridgeshire Behaviours**

### **Working together**

- 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**

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

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

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

### **Excellence**

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