



Family Support Wales

JOB DESCRIPTION

Community Support Worker

Job title:	Community Support Worker
Responsible to:	Community Support Manager
Job purpose	To provide community support for service users appropriate to the individual needs specified in the Service Delivery Plan.

We Offer

Full holiday entitlement (pro-rata)
Induction Training
Regular refresher training
Regular Supervisions / Appraisal
The Opportunity to study for QCF 2, 3 and 5
A DBS disclosure will be required
Mornings, evenings and weekend work will be required.

General

1. To work within the Policies & Procedures of Family Support Wales.
2. To work in a way that promotes the independence, privacy, dignity and choice of service users and to support their social, cultural and religious needs at all times.
3. To maintain confidentiality at all times, adhering to the agency policy on confidentiality.
4. To be aware at all times of Health & Safety requirements and report any concerns to Family Support Wales immediately.
5. To pay special attention to the Protection of Vulnerable Adults, Whistle Blowing policies and the safe administration of medication policy and act accordingly on any concerns or incidents.
6. To work in a way that promotes equal opportunities and anti-discriminatory practice.

Responsibilities / Tasks

1. To work within individual Service User's in the community as appropriate to the Service User's needs.
2. To ensure that the care provided is in line with the Service Delivery Plan and any Risk Assessments.
3. To support social inclusion and community interaction as directed in the service user support plan
4. To keep clear and accurate records in the Daily Report Book including records of financial transactions.
5. To report any concerns, problems or changes to the Community Support Manager immediately.
6. Maintain high standards of hygiene and safety by using protective clothing, waste bags etc. as appropriate.
7. To provide a safe and reliable service ensuring that you arrive on time and provide the care outlined in the Service Delivery Plan and that you inform the Community Support Manager of any lateness or absences such as sickness, holidays etc.
8. To submit an accurate and signed timesheet and expenses form for each assignment.
9. Any reasonable task identified by the Community Support Manager

Training & Personal Development

1. You must attend and pass all mandatory training to comply with CIW requirements and any other identified training to meet the needs of the Service User.
2. Must have or be training towards QCF 2 or 3
3. You must attend quarterly staff meetings, supervision once every 3 months as arranged by the Community Support Manager and participate in an annual appraisal.
4. You must attend all relevant training pertinent to your role as senior support worker
5. Meet regularly with your Community Support Manager to report, feedback and review services

PERSON SPECIFICATION

<u>Requirements</u>	Essential / Desirable
<p>Knowledge and Skills</p> <p>1.1 Understanding of confidentiality. 1.2 Knowledge of Adult and Child Protection 1.3 Knowledge of the needs of vulnerable people 1.4 Knowledge of the role played by other agencies e.g. Social Services. 1.5 NVQ Level 3 (or working towards) 1.6 Driver – full clean driving licence</p>	<p>E E D D E</p>
<p>Experience</p> <p>Experience of working with people who have learning or physical disabilities Experience of supporting people with their personal care Experience of liaising with external agencies Experience of accurate record keeping</p>	<p>E D D E D</p>
<p>Abilities</p> <p>To make decisions and to take responsibility To communicate confidently and effectively with service users. Accurate written skills Ability to motivate self and others Ability to work as a team member</p>	<p>E E E E E</p>
<p>Personal Qualities</p> <p>Self motivation Patience Listening skills Calm and pleasant manner Able to communicate with people on all levels Able to work unsupervised Able to work on own initiative The ability to maintain confidentiality Honesty and reliability</p>	<p>E E E E E E E E E</p>
<p>Circumstances / Health</p> <p>Must be available to work evenings and during school holidays and weekends. Have access to your own transport (car is preferable) to meet the requirements of the post. Receives a satisfactory Enhanced Disclosure Clearance via the Criminal Records Bureau.</p>	<p>E E E E</p>