

Job Description



Job Title: Relief Community Support Worker

Reports to: Services Manager (Learning Difficulties)

Based at: Oak Trees, Attleborough and outreach contracts (Breckland)

Hours: Relief, as and when required

Key Objectives of Role

1. To provide a service to people with learning difficulties and others within the community.
2. To support and develop the independence of service users.

Main Responsibilities

1. To work within the team and in partnership with others to ensure that this service is of a high standard.
2. To undertake tasks with the users of the service which ensure their physical and emotional wellbeing.
3. To help assess the needs of particular individuals and develop plans to meet those needs.
4. To treat service users with dignity and respect at all times.
5. To support service users to achieve their individual goals and aspirations.
6. To take personal responsibility for demonstrating the aims of the Empanda Equality and Diversity objectives.
7. To take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace and service users.
8. To take personal responsibility for achieving value for money where appropriate.

Key Tasks

1. To create, maintain, monitor and develop high standards of practice through team working.
2. To regularly attend and take an active part in team meetings, ensuring they are used for open and honest discussion that enhances good practice.
3. To help create and maintain, within staff team, practices which support the provision of a high quality service to users and carers.
4. To act in a way that supports an open and honest team process and thus ensures that the team works efficiently and effectively.

5. To receive support and supervision from line management, identify training needs and develop plans to meet those needs.
6. To undertake any training that is agreed to be necessary for the job including the Care Certificate and where necessary, registration on the Learning Difficulties Award Framework.
7. To work within a rota to provide appropriate support for service users.
8. To undertake sleep-in duties to ensure appropriate cover for the service, as required.
9. To maintain a level of proficiency in First Aid.
10. To maintain a knowledge and understanding of procedures in case of emergency.
11. To keep proper account of the expenditure of any monies belonging to the organisation and/or individual service users.
12. To undertake domestic tasks, usually in association with service users, to ensure proper standards of health, hygiene and catering.
13. To take responsibility, with service users, for menu planning and food preparation.
14. To identify any actual or potential risks under the Health and Safety at Work Act and bring them to the attention of the Services Manager.
15. To act as key worker to nominated individual service users, developing knowledge of their particular and individual requirements and working with them on plans to meet their needs.
16. To monitor the health and welfare of service users, always aiming to achieve in practice the principles of normal living.
17. To undertake risk assessments and monitor the risk of particular activities to ensure that, within the limits set by the individual's needs for growth and change, the individual is not exposed to unnecessary risk.
18. To support service users in their medication regime, in line with defined policy and practice.
19. To provide a link for information, communication and support between the service and the carers and supporters of service users.
20. To liaise with the carers and supporters, ensuring that their views and those of the service user are heard.

Person Profile

Selection Criteria A = Application form I = Interview T = Test D = Desktop or other practical exercises	Essential or Desirable (E, D)	Assessment Method (A, I, T, D)
Experience: 1. Proven track record in a care and/or support role. 2. Experience of providing a service to people with a learning difficulty. 3. Experience in acting as a key worker.	E D D	A, I A, I A, I
Qualifications: 1. Basic Food Hygiene Certificate, First Aid Appointed Person, Manual Handling. 2. NVQ in Care (Level 2) or Health and Social Care Diploma.	D D	A A
Skills: 1. Empathy - with service users. 2. Conscientiousness, care and compassion. 3. Good communication skills both verbal and written English. 4. Ability to advocate on behalf of service users. 5. Ability to work unsupervised. 6. Full, clean driving licence.	E E E E E E	I I A, I I A, I A, I