

CAMBRIDGESHIRE COUNTY COUNCIL

JOB DESCRIPTION

Job Title: Support Worker (Day Services)

Section: Provider Services

Directorate: Children's Families and Adults

Reports to: Senior Support Worker

Grade: Scale 1d/2

Location: As per contract

Hours As per contract

Job Purpose:

To work directly with service users, to ensure that adults with disabilities are able to maximise their capacity for independence and inclusion within the community.

<p>Principle Accountabilities</p> <p>1. To Key work a number of service users to participate in Person Centered Assessments and to organise reviews with service users.</p>	<p align="center">10 %</p>
<p>2. To assist service users to participate in community based activity as a group or individual to make sure that opportunities for independence are developed. Create positive interpersonal relationships with service users providing support with problem solving and promoting self-reliance.</p>	<p align="center">40%</p>
<p>3. To assist service users in all aspects of their care; this will include administering medication, personal care, carrying out delegated nursing tasks and transporting service users.</p>	<p align="center">15 %</p>
<p>4. Ensure service users are protected from abuse. Respond to emergencies following guidance and ensure planning procedures are in place, reporting to senior staff as required.</p>	<p align="center">10%</p>

5. To effectively maintain service users' files, to attend and facilitate meetings as required, and to maintain records as required, ensuring that policies and procedures are followed.	10%
6. To attend any relevant training necessary to carry out the post, and for your professional development.	5%
To work flexibly in location, day and time to provide service users focused opportunities.	10%

CAMBRIDGESHIRE COUNTY COUNCIL

PERSON SPECIFICATION

Job Title: Support Worker (Day Services)
Section: Provider services
Directorate: Children's Families and adults
Reports to: Senior Support Worker
Grade: Scale 1d/2*

Education, Qualifications & Training

Desirable:

- NVQ 2 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)
- Common Induction framework

Knowledge and Experience

Essential:

- Understanding of diversity awareness
- Understanding the principle of confidentiality
- Care work
- Experience of working with people who have a learning disability, a physical disability or with older people.

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

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 key working.