



## West Suffolk Headway JOB DESCRIPTION

**Job Title:** Community Support Worker  
**Responsible to:** Care Manager and Community Support Facilitator  
**Responsible for:** Not Applicable

### Main Purpose of the post

- To contribute to the delivery of high quality community support and rehabilitation day service.

#### 1. Personnel

Not applicable

#### 2. Finance

- 2.1 To ensure that the services are delivered in an efficient, cost effective manner in accordance with the organisation's financial and administrative procedures.

#### 3 Main Duties

##### Service Users

- 3.1 To respect the person's dignity, independence and right of choice at all times.
- 3.2 To contribute to the monitoring of the well being of all service users, during the time they are receiving the service and to inform the Care Manager, Community Support Facilitator or General Manager of any concerns.
- 3.3 To work with members in their local community to develop social networks, skills and improve their independence under the guidance and support of the Community Support Facilitator.
- 3.4 To contribute to the maintenance of service users records and care plans. When working within the Headway base to contribute to the planning and delivery of a daily programme of activities, that reflects choice and variety for service users.
- 3.5 To ensure that all service users are dealt with in a courteous, friendly and efficient manner that respects their dignity, independence and right of choice.

##### General Administration

- 3.6 To comply with the appropriate procedures for reporting and record keeping, including the secure maintenance of service users' records.

#### 4 Quality Assurance

- 4.1 To support the Care Manager and Community Support Facilitator in ensuring that the service is delivered with sensitivity and acknowledges the persons' rights to dignity, respect and choice at all times regardless of their physical or mental frailty.
- 4.2 To work with the Care Manager and Community Support Facilitator to maintain service standards and to contribute ideas to improvements to the service.
- 4.3 To consult with all service users and their supporters on the delivery of the service.

#### 5 External Relations (for people outside the Day Service)

- 5.1 To ensure that service users, family carers, relatives, staff from other agencies and members of the public (all regardless of their attitude) are dealt with in a friendly, courteous and efficient manner as expected of a supporting organisation.

## **6 Internal Relations**

**6.1** The organisation aims to maintain goodwill among all its staff and volunteers.

**6.2** To assist in achieving this aim, employees are expected to work with other staff, volunteers and other professionals in their service or in any other, in a courteous, co-operative and sympathetic manner.

## **7 Policy and Development**

**7.1** To read and comply with the policies and procedures of the organisation.

**7.2** To identify training needs and undertake any such training as requested by the Care Manager and Community Support Facilitator.

**7.3** To attend staff meetings and development days as required.

## **8 Equal Opportunities.**

**8.1** West Suffolk Headway believes in the value and dignity of all people of all ages and is expected that all employees and volunteers will actively encourage and include such an ethos in all of their work.

## **9 Health and Safety**

**9.1** To ensure the effective management of the safety, security and maintenance of any buildings, vehicles, information systems, fittings and equipment under the control of the post holder. In accordance with the current Health and Safety at Work Act, the post holder has the responsibility to take reasonable care of their own safety and that of colleagues and the general public and must co-operate with the organisation in meeting the statutory requirements of the act.

**9.2** To report any issues to Community Support Facilitator or Care Manager that may affect safe health and safety practice.

## **10 Data Protection**

To comply with the Data Protection Act at all times.

**11 Any other duties** that may reasonably be required by the Care Manager or Community Support Facilitator.

**NOTE:** This is a description of the job as it is at present and does not form part of the contract of employment. Job descriptions are only changed when necessary and in consultation with the post holder.



## PERSON SPECIFICATION COMMUNITY SUPPORT WORKER

	Essential	Desirable
<b>Knowledge and Experience of:</b>		
Previous experience of working with adults with disabilities/impairments	√	
Previous experience and/or knowledge of acquired brain injury		√
Commitment to providing a high standard of support	√	
Understanding of the issues people face living independent lives and their right to personal choice and dignity.	√	
Experience of working with volunteers and other professionals		√
Knowledge of Health and Safety legislation		√
<b>Skills and Ability</b>		
Good people skills with a friendly approachable style	√	
Ability to communicate confidently with people at all levels	√	
Genuine interest in the welfare of people with disabilities/impairments with an understanding of their needs	√	
Ability to work effectively in a small team	√	
Ability to work effectively alone in the community	√	
Ability to assist in the delivery of a range of activities	√	
<b>Education/Qualifications/Training</b>		
Relevant qualification (e.g. NVQ2 Health & Social Care)		√
Willingness to develop own skills and attend training as required	√	
<b>General</b>		
Flexible approach to work.	√	
Willingness to undertake the duties of other staff	√	
Hold a full UK driving licence	√	

**PLEASE NOTE: Whilst this person specification lists all the essential criteria for this post, candidates who feel that they possess the personal qualities we are looking for in our assistants but, who may not necessarily have all the experience or skills required, should still apply as training will be provided where necessary.**



## ADDITIONAL INFORMATION

### FOR POST: Community Support Worker

The job description is written in our standard format and is therefore quite formal. However this is an interesting, varied post with an opportunity to join the team working within the community and a small day service providing specialist rehabilitation support.

1. **CLOSING DATE:** For return of applications 21 June 2013. Mark for the attention of Sue Tate, Care Manager, and return to the location address below.
2. **SHORT-LISTING:** This will take place on 24 June 2013. Short-listed applicants will be invited for interview by telephone and will also receive a letter of confirmation. If you have not heard from us by 26 June 2013 please assume you have not been successful on this occasion.
3. **INTERVIEW DATE:** Thursday 27 June 2013. This will be confirmed when inviting applicants to interview. Interviews will be held at the location address below.
4. **SALARY:** £6.97 per hour
5. **HOURS:** Bank hours dependent on needs of the Community service. Bank hours also will be available at the day base to cover annual and sick leave.
6. **PROBATIONARY PERIOD:** The post is subject to a 6 months probationary period.
7. **PENSION:** A contributory Stakeholder pension is offered after three months service.
8. **ANNUAL LEAVE:** Standard holiday is 24 days per annum pro rata for part time staff. After five years of service an extra 2 days annual leave will be given. Staff working bank will accrue leave entitlement through the hours they work.
9. **SMOKING:** All West Suffolk Headway premises, including vehicles used to transport service users, are 'No Smoking' areas.
10. **LOCATION:** West Suffolk Headway, 5 Northgate Street Business Park, Northgate Street, Bury St. Edmunds, Suffolk. IP33 1HP.
11. **TRAINING:** The post-holder will be expected to identify his/her own training needs and attend any training required by West Suffolk Headway.
12. **References/CRB:** This post is subject to a satisfactory references and Criminal Records Disclosure.