

A.A. AGENCY LTD

JOB DESCRIPTION

Position Title:	Community Support Worker	Date Prepared:	2009
Directorate:	Adult Services	Amended	
Department:	Social Services	Position Number:	
Location:	Rate £8 P/H		
	Waltham Forest, Tower Hamlet, Camden, New Ham, Kensington & Chelsea, Southwark, Bromley, Croydon, Twickenham, Wandsworth. Islington, Greenwich, City of London Etc.		

THE COUNCIL EXPECTS ALL ITS EMPLOYEES TO HAVE A FULL COMMITMENT TO THE COUNCIL'S EQUAL OPPORTUNITIES POLICY AND ACCEPTANCE OF PERSONAL RESPONSIBILITY FOR ITS PRACTICAL APPLICATION. ALL EMPLOYEES ARE REQUIRED TO COMPLY WITH AND PROMOTE THE POLICY AND ENSURE THAT DISCRIMINATION IS ELIMINATED IN THE SERVICE OF THE AUTHORITY.

JOB PURPOSE

To assist in the assessment, training and support of people with learning difficulties preparing to live or living independently in the community.

PRINCIPAL ACCOUNTABILITIES

1. Services

1. To contribute in promoting the Council's vision, values and strategic aims in the delivery of services.
2. To contribute in the promotion and assistance in achieving the goals and objectives of the learning disability partnership, the unit and corporate plans and other agreed, adopted action and development plans.
3. For ensuring that minimum standards are met in all working activities, as set by law, regulations, Supporting Peoples inspection standards and Council policies and procedures.

2. People

1. In co-operation with members of other disciplines, to encourage the highest degree of self-determination for clients compatible with Independent Living in the community, affording clients dignity and respect and promoting their rights as valued members of the community.
2. To develop sensitive professional relationships with the clients and also promote understanding and interaction between clients.
3. To develop sound professional relationship with client families and other professionals.

3. Resources

1. To maximise the use of the council's computerised systems.

4. Communication and Information

1. To be responsible for ensuring that all service user's data and information, which are held on the computerised system and manual folders, are accurate and up-to-date.
2. Provide advice to service users as required on matters related to own knowledge and experience. Communicate effectively in speech and writing, including drafting reports and dealing with correspondence.

4. Quality and Equality

1. To understand and comply with the Council's Equal Opportunities Policy.

5. Customer Care

1. To understand and actively promote the Council's Customer Service Policy, ensuring the needs of our customers are considered at all times to enable the Council to meet its customer satisfaction targets.
2. CRB required.

KEY COMPETENCIES

1. Services

1. To promote the full and effective participation of service users in making decisions
2. To promote within the unit a professional approach to the work and develop this throughout the council's and service users premises.
3. To work jointly with colleagues to promote team working and attend team meetings and contribute to decision-making.
4. To participate in evaluating and reviewing the service users support plans; ensuring that information on need, both met and unmet, is fed back into the service.

2. People

1. To assist with assessing each client's ability, advising and implementing training programmes for individuals, preparing assessments and reports on progress, where appropriate, involving the clients and other staff when appropriate.
2. To ensure the safety and welfare of service users, uphold and comply with the statutory provision of the Health & Safety at Work Act 1974 and any other relevant legislation or Council Policies and Procedures relating to Health & Safety at Work.

3. Resources

1. To undertake work activities in accordance with Valuing People's Principles and Supporting People's Standards.
2. To participate in the implementation of quality assurance systems and procedures within the unit and to work in accordance with the Councils policies and procedures.

4. Communication and Information

1. To maintain good working relationships with Families and carers, service users, team members, stakeholders and the wider community.
2. To communicate a clearer sense of purpose and direction in order to motivate service users achieve their objectives.
5. To participate in regular supervision, staff development meetings and appraisal scheme with the manager.

6. Quality and Equality

1. To promote quality and equality within the Service and in the provision of its services.
2. To advise and support service users suffering harassment, report and record all cases of bullying and harassment in accordance with agreed procedures.

OPERATIONAL RESPONSIBILITIES

1. To develop awareness and support clients participate in all leisure and community based facilities and how to use them. To act as a key-worker to the service users and undertake responsibilities within that role.
2. To take responsibility for maintaining ongoing care-plans, carry out risk assessments and maintain up to date records / prepare reports.
3. To assist with the instructing and teaching of clients in all areas of daily living, such as health and hygiene, domestic chores, shopping, handling and use of personal monies,

budgeting for rent, benefit, food, TV payments, leisure and social activities, holidays, clothes etc.

4. To work alone, to use initiative and take appropriate action according the council's guidelines.
5. To maintain a good and safe working practice and to ensure that all equipment is in safe working condition and used properly.
6. To maintain control in the storage, administration, monitoring and recording and disposal of medication as per procedure.
7. From time to time to undertake duties as the only member of staff present and to follow the unit procedures including emergency procedures, as circumstances require.
8. From time to time to undertake duties in other units and to support agency staff with their day-to-day queries.
9. To be innovative and furthering the development of the client in their own home, and provide training, supervision and practical support.
10. To be part of the flexible shift rota – this will include working unsociable hours, weekends, Bank Holidays and undertaking sleeping -in duties.
11. To provide cover for the work of the other team members in their absence as required.
12. To undertake further training as deemed relevant by the Department.
13. The above-mentioned duties are neither exclusive nor exhaustive and the post holder may be required to carry out other duties as required by the service.

ADDITIONAL INFORMATION

Reports To: Manager
Responsible For: Assigned Service Users

Special Conditions: (Delete Paragraphs as required)

This position has been identified as a politically restricted post under the Local Government and Housing Act 1989. Therefore you will be restricted from political activity. In some cases it is possible to gain exemption for this provision.

This position is exempt under the Rehabilitation of Offenders Act 1974. This means you will have access to vulnerable groups such as young people, the elderly and children. Any offer of appointment will be subject to a satisfactory Enhanced Disclosure from the Criminal Records Bureau. Having an 'unspent' conviction will not necessarily bar you from employment. This will depend on the circumstances and background to your offences(s).

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I accept and agree with the details contained within this job description.

Signed: Date: