

JOB DESCRIPTION

Job Title: Community Support Worker

Department: Domiciliary Care

Location: Francis House – Regular travel around the Bedford area

Workplace Values

To operate in in line with the workplace values which are:

1. Innovative - *embrace new ways of working through innovation and learning from experience*
2. Caring - *show willingness to care for the other person*
3. Professionalism - *take accountability and act in a professional manner*
4. Courage - *do the right thing by being open, honest and transparent*
5. Compassion - *care about acting with kindness*
6. Competence - *strive for self-improvement by acquiring the knowledge and skills to do my job*
7. Equality- *promote equality of opportunity to all*

Main Duties and Responsibilities

1. To visit service users in their own home environment and take the lead in the delivery of all aspects of the care and support of the individual as detailed in the care plans.
2. To represent the organisation in a professional manner at all times and be respectful of the service users home environment.
3. Monitor the service user's condition, ensuring that any mental or physical health changes are communicated to the line manager.
4. Under the guidance of the line manager, draft and review care/support plans and risk assessments with the service user, where possible.
5. Complete regular reports about service users such as daily progress notes and reports required for care reviews.
6. To take a lead role in conveying weekly 1:1 review meetings with the allocated service user.
7. To follow company policy and procedure and ensures own safety whilst lone working.
8. Be responsible for planning and preparing balanced and nutritional meals for the service users allocated.
9. Engage and support the service user with activities of daily living, such as personal care, personal hygiene, shopping, budgeting and household tasks.
10. To ensure the safety and wellbeing of service users at all times, raising safeguarding alerts and supporting the service users in raising complaints and concerns via the appropriate channels.

11. To act as an advocate for the service user where required and provide support in accessing external agencies i.e. advocacy, citizen's advice.
12. Liaise with service users' families and carers regarding sensitive issues relating to the service user's needs, care and identified risks, as agreed in the care/support planning process.
13. Along with the service user, attend health and social care appointments outside of the home.
14. To administer medication and prompt the service user where required in line with the company policy and procedure.
15. To take part in service audits and reviews as requested.

The job holder may be required to undertake other reasonable duties as required by the line manager.

PERSON SPECIFICATION

Skills & Experience

- Excellent communication skills
- Ability to get on with people of all ages and backgrounds
- Previous experience of working within a care role
- A practical and flexible approach to work
- Ability to work as part of a team
- Ability to work on own and take initiative and embrace innovative ways of working
- Flexible and adaptable approach to shifts and rotas
- Experience of PASS software (desirable)

Education / Qualification

- GCSE or equivalent
- Health and Social Care L2 Qualification or equivalent qualification / experience, or commitment to undertake

Special Features

- Flexible and adaptable approach to shifts and rotas.
- The ability to travel to various locations across Bedfordshire
- Ability to demonstrate, understanding and apply our workplace values

DECLARATION

I agree to fulfil the duties and responsibilities to the best of my ability within this role.

Print name..... Date.....

Signature