**JOB DESCRIPTION**

**JOB TITLE:** Community Support Worker

**GRADE:** 3

**DIVISION:** Specialist Care Services

**NO OF POSTS:**

**SECTION:** Elwood

**POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE:** YES

1.0 **JOB PURPOSE**

With supervision and guidance to plan and implement services for individual users with a physical, sensory, or other disability. This includes assessment and goal planning and the use of centre and community resources as appropriate. To enable the service user to develop and maintain skills and independence by implementing the individuals assessed needs as identified in the Support Plan/Individual Service Statements.

1.1 To provide assessment and goal planning and the use of centre and community resources as appropriate. To plan, implement, monitor and evaluate individual programmes which will maintain skills and independence. Implementation of individuals assessed needs as identified in the Support Plan /Individual Service Statements.

1.2 To promote, develop and maintain community based integrated day service in line with policy objectives determined by Adult Social Care and Health.

2.0 **DUTIES AND RESPONSIBILITIES**

2.1 To co-ordinate the programmes for people accessing the day service.

2.2 To develop, plan and implement Individual Service Statements based on need in full consultation and conjunction with service users.

2.3 To support people as appropriate, in order that they can assess necessary community based activities.

2.4 To maintain detailed records as required.

2.5 To develop, encourage and promote self-advocacy skills and attitudes in service users.

2.6 To monitor and review Individual Service Statements and liaise with colleagues, both internally and externally and other agencies as necessary.

2.7 To promote and act in accordance with the Department’s Equal Opportunity Policies and in line with the code of conduct in relation to Employment and Service Delivery.
You must treat all other employees and customers of Birmingham City Council with courtesy and respect, and must not make any remarks or gestures relating to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation which may cause offence.

2.8 To attend to physical and personal needs of service users.

2.9 To supervise Care Assistants and any personal assistants in their duties, formally and informally.

2.10 To contribute to, participate in and attend appropriate Centre Team Meetings.

2.11 To contribute, participate in and attending appropriate training courses.

2.12 To carry out any duties which may be necessary in order to ensure that the above responsibilities are met.

2.13 To attend and participate in formal supervision sessions.

2.14 To support people in taking medication in line with policies and procedures and training given.

2.15 To observe all Departmental Policies, procedures and guidelines and ensure that service users are aware of appropriate policies.

2.16 To act as key worker to individual service users as designated by the Manager.

2.17 To carry out any other responsibilities within the scope and spirit of the job purpose as may be required.

Additional Requirements

2.18 There are other requirements of the Community Support Worker's job which have a vital bearing on the quality of service offered. These are:

- To work in a way which promotes anti-oppressive practice taking account of the social model of disability.

- To maintain high standards of service delivery as stated in Departmental Philosophies, Policies and Procedures.

- To actively promote team working, and provide appropriate cover from time to time.

OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

3.0 SUPERVISION RECEIVED
3.1 SUPERVISING OFFICER JOB TITLE:

JOB NO:

3.2 LEVEL OF SUPERVISION

1. Regularly supervised with work checked by supervisor.

2. Left to work within established guidelines subject to scrutiny by supervisor.

3. Plan own work to ensure the meeting of defined objectives.

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

<table>
<thead>
<tr>
<th>POST TITLE</th>
<th>GRADE</th>
<th>NO OF POSTS</th>
<th>LEVEL OF SUPERVISION*</th>
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*Use 1, 2 or 3 as in 3.2

5.0 SPECIAL CONDITIONS

26th October 2017
**Post:** Community Support Worker

**Grade:** 3

**Division:** Specialist Care Services Adults

**Section:** Elwood Centre

**Directorate:** Adults Health & Social Care

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**Method of Assessment (M.O.A.)**

A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tbody>
<tr>
<td><strong>Education/Qualifications</strong></td>
<td><strong>NVQ/QRF Level 3 in Social Care or equivalent</strong></td>
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<td>NB: Full regard must be paid to overseas qualifications.</td>
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<tr>
<td><strong>Experience</strong></td>
<td>1. Direct care of people with a disability.</td>
<td>AF, I &amp; T</td>
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<td>(Relevant work and other experience)</td>
<td>2. Knowledge/experience of adults who have a disability.</td>
<td>AF, I &amp; T</td>
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<td></td>
<td>3. Knowledge and/or experience of various crafts and art.</td>
<td>AF &amp; I</td>
</tr>
<tr>
<td><strong>Skills &amp; Ability</strong></td>
<td>1. Good written and verbal communication skills.</td>
<td>AF, I &amp; T</td>
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<td>e.g. written communication skills, dealing with the public etc.</td>
<td>2. Ability to record information.</td>
<td>AF &amp; I</td>
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<td>3. Ability to work as part of a team.</td>
<td>AF &amp; I</td>
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<td>4. Organisational skills and ability to plan individual programmes.</td>
<td>AF, I &amp; T</td>
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<tr>
<td><strong>Training</strong></td>
<td>1. Willingness to undertake training as required.</td>
<td>AF &amp; I</td>
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<td>2. Willingness to participate in and contribute to team training sessions.</td>
<td>AF &amp; I</td>
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<td></td>
<td>3. An understanding of the need for confidentiality. Supervisory skills, formal and informal.</td>
<td>AF &amp; I</td>
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<tr>
<td><strong>Other</strong></td>
<td>1. Ability to demonstrate various crafts, arts and needlework.</td>
<td>AF &amp; I</td>
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<td></td>
<td>2. To enable service users to access Community Resources.</td>
<td>AF &amp; I</td>
</tr>
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<td></td>
<td>3. Awareness of cultural sensitivity in service delivery and knowledge of equal opportunities.</td>
<td>AF &amp; I</td>
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<tr>
<td></td>
<td>All staff are expected to understand and be committed to Equal Opportunities in employment and service delivery.</td>
<td>AF &amp; I</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.