

Gofal Cymru Care Ltd

JOB DESCRIPTION

Job Title:	Community Support Worker
Location:	Across all Gofal Cymru Care Ltd Premises (Cardiff & the Vale)
Hourly Rate:	Dependent on experience
Contacted hours:	On average 40 hours per week across 5 out of 7 days
Responsible to:	Registered Manager
Accountable to:	Responsible individual

JOB SUMMARY:

- Support service users in all aspects of daily living activities in line with their plan of care;
- Work in accordance with Gofal Cymru Care's policies and procedures, legislation and national minimal standards;
- Meet agreed individual objectives;
- Promote each service users wellbeing, safety and quality of life;
- Working within the care establishments of the company, including care homes, supported housing, domiciliary care and any other care settings of the company.

Supporting Service users:

1. Support service users in a way that promotes their independence, equality, diversity and rights, respects the dignity of the individual;
2. Communicate effectively with cultural sensitivity to build and maintain relationships with service users;
3. Contribute to the protection of individuals from abuse;
4. Ensure the needs and choices of service users are identified and supported within the parameters of agreed care plans;
5. Assist service users in their daily activities with self-care skills including eating, drinking, washing, bathing, using the toilet or managing incontinence, dressing and undressing, mobility and transport, getting up and going to bed;
6. Support Service Users to access the community and activities of choice to promote their social inclusion.
7. To drive the company vehicle safely to transport service users and staff when needed
8. To escort service user to the community for their community participation and other appointments
9. Support service users in a way that promotes their independence, equality, diversity and rights, respects the dignity of the individual
10. Communicate effectively with cultural sensitivity to build and maintain relationships with service users
11. Contribute to the protection of individuals from abuse

12. Support service users in all aspects of community participation in line with their plan of care
13. Work in accordance with Gofal Cymru Care's policies and procedures, legislation and national minimal standards
14. Promote each service users wellbeing, safety and quality of life.

Working Practices:

1. Work in accordance with Gofal Cymru Care's policies and procedures, legislation and national minimal standards;
2. Promote Gofal Cymru Care's mission, values, ethos and services internally and externally;
3. Promote monitor and maintain health, safety and security within the home;
4. Ensure appropriate, accurate, complete and timely records are kept of significant service user observations and interactions;
5. Comply with Gofal Cymru Care's policies on the disclosure of personal information and on ensuring confidentiality is maintained in line with Gofal Cymru Care's confidentiality policy;
6. Work in accordance with Gofal Cymru Care's risk assessment and management plans when working both within our units, in Service Users homes and when accessing the community.

Vehicle Maintenance:

- To maintain the company vehicles on a daily basis according to company's policies and procedures and to keep the vehicle Roadworthy at all times reporting any faults / repair work needed
- Ensuring company cars are clean and tidy

Before use the vehicle:

- Ensure oil, water, break, windscreen wash levels are correct.
Ensure car tax, insurance and MOT are valid and in date.
- Ensure that the first aid kit is correctly stocked.
- Ensure the tyres are properly inflated and have enough tread. Ensure the lights; indicators, horn etc. are working.
- Ensure that breaks are working properly before you depart.
- Ensure you have enough fuel and/or to acquire it without running out.
- Completion of vehicle inspection check list which covers all of the above.
Special Precautionary measures during winter time.

Communication:

- To have effective written and verbal communication to understand service user's needs as well as reporting and documenting any relevant information to the Shift/Team leader/ Manager.

Quality Assurance:

1. Take personal responsibility for ensuring the quality of care to service users is delivered to the highest standard;
2. Identify and share improvements in service delivery within the organisation;
3. Support Gofal Cymru Care's quality assurance process, involving Service users in reviewing the quality of the service delivered;

4. Participate in meetings to discuss service performance and community issues.

Service Culture and development:

1. Promote Gofal Cymru Care's mission, values, ethos and services internally and externally;
2. Be open to providing and receiving feedback on performance and act on feedback received.

Managing Resources and Performance:

1. Work in accordance with agreed shift rota and arrive on time;
2. Assist in the effective administration of the service;
3. Make a positive contribution to the development of others in the team;
4. Develop your own skills and abilities through supervision, performance appraisals; training and on the job experience. Demonstrate you can be relied upon to deliver what you have promised;
5. Work towards agreed performance and training objectives for the year and review progress in supervision and management meetings regularly.

Education and Training:

- To undertake all mandatory training programme requirements as indicated in the Induction Training.

GENERAL:

- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder;
- The post holder is expected to comply with all relevant Organisational Policies, Procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information.
- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the care home manager;
- Assist with cleaning duties within the service when these are not undertaken by service users (supported by members of staff) as part of their communal responsibilities;

EQUAL OPPORTUNITIES STATEMENT

It is the aim of Gofal Cymru Care to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, colour, religion, marital status, sexuality, age or disability and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. We expect all employees to comply with Gofal Cymru Care's equal opportunities policy and all recruitment and promotion will be made in accordance with the equal opportunities policy.

Signed:

Print Name:

Date:

Signed (Manager):

Support Worker

JOB SPECIFICATION

SELECTION CRITERIA

	Essential	Desirable	How Assessed
TRAINING AND QUALIFICATIONS	<ul style="list-style-type: none"> • Prepared to work towards an QCF Level 2/3 qualification • Prepared to attend any job related training as identified by line management 	<ul style="list-style-type: none"> • NVQ / QCF level 2/3 	<ul style="list-style-type: none"> ▪ Application Form ▪ Certificates ▪ Interview
EXPERIENCE	<ul style="list-style-type: none"> • Applicant must be a minimum of 18 years of age • Applicant must be of a caring nature and willing to support adults with learning disabilities or mental health problems 	<ul style="list-style-type: none"> • Experience of working with people with learning disabilities or mental health problems or challenging behaviour 	<ul style="list-style-type: none"> ▪ Application Form ▪ Interview ▪ Interview
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> • Excellent Communication skills • Good Organisational skills • Able to use own initiative • Good numeracy and literacy skills 	<ul style="list-style-type: none"> • Knowledge in the field of Learning Disabilities or Mental Health. • Experience of dealing with other health care Professionals and External Agencies. • Knowledge of Daily Living Skills Assessment using Various Models to Suit our service user needs. 	<ul style="list-style-type: none"> ▪ Interview ▪ Interview/references ▪ Interview/references ▪ Interview/references
OTHER	<ul style="list-style-type: none"> • Physically fit to meet demands of the post • Work flexibly within the rota system to include evenings, weekends, bank holidays, wake-in and sleep-in, duties. 	<ul style="list-style-type: none"> • Full UK Car Driving Licence • Computer Literate 	<ul style="list-style-type: none"> ▪ Application Form ▪ Interview