

Social & Community Services Directorate

JOB DESCRIPTION

Job Title: Community Services Support Worker

Service: Social and Community Services

Team: Adult Social Care

Grade: G6

Hours: Up to 37 hours per week

Job Type: Permanent

Responsible to: Team Leader

Responsible for: None

Budget responsibilities: None

The Social and Community Services vision is to support and promote strong communities so that people live their lives as successfully, independently and safely as possible. We believe that people themselves, regardless of age or ability, are best placed to determine the help they need.

Staff working in Adult Social Care in Oxfordshire will:

- provide a proactive personalised approach to the delivery of care;
- respond to people's needs in a timely manner;
- focus on improving people's well-being;
- promote and support people to be responsible for their independence;
- give people greater choice and control over the care that they receive;
- take account of people's risks and safety at all times;
- support people to achieve the outcomes that are most important to them using all available resources and taking responsibility for the public purse;
- work in accordance with the Corporate CHOICE values and competency framework <https://intranet.oxfordshire.gov.uk/cms/content/competency-explanation>

This will be achieved by:

- innovation and creativity in meeting needs;
- a commitment to service development;
- partnership working with individuals, other professionals and wider local networks to deliver an effective and affordable service;
- outcome focused working to identify opportunities to meet needs, demands and achieve aspirations;
- taking ownership and doing all we can to effect positive change;
- flexible working to meet the varying demands across the different teams;
- promoting and supporting people in identifying, and managing their own risks;
- preventing the need for ongoing care.

Our guiding principles

We:

- put people and their experience at the center of what we do;
- work as one team, taking ownership for your work, respecting your time and that of others, only involving colleagues if necessary
- build social value in our work;
- work with individuals, their families, partner agencies and communities to improve and inform services;
- share information with the person about their care;
- see our contribution in the context of the overall services;
- have internal debate and external unity;
- are open to new ideas, seek and act on feedback and have a continuous improvement and learning culture;
- make the best use of available resources;
- make evidence based decisions and support others to do the same.

MAIN PURPOSE(S) OF THE JOB:

To be responsive to the needs and wishes of the individuals and enable people to lead full lives through person centred approaches, and develop a range of relationships through community networking and community building to promote individual inclusion and participation.

To contribute to the planning and development of services ensuring that people attending the service are included and supported to participate in those processes and to actively encourage the inclusion and participation of people attending the service in local networks.

The post holder will be responsible for ensuring that they work within departmental policies, procedures and guidelines including but not limited to Data Protection Act, confidentiality and information sharing protocols, Oxfordshire multi agency safeguarding procedures, and that these are adhered to and concerns raised in accordance with these policies.

Roles and Responsibilities:

1. To ensure statutory requirements are met

- Ensure that all individuals are fully involved with their person-centred planning and that their plan is developed and shared with the person and their support network.
- Contribute to the team duties at the service including personal and healthcare provision.
- Support people who have a diagnosis of Autism and develop an environment and support approach that meets the needs of people
- Support and empower people attending the service to have choice and control of their lives within a risk management framework which is regularly monitored and reviewed.

- Support individuals or groups to prepare and plan various activities including sport, leisure, recreation and college courses.
- Support Intensive Interaction and any other Total Communication methods identified locally with the service and the persons network.
- Be responsible for health and safety, vehicle safety checks, risk assessment processes and take accountability for administering medication and finances.
- Undertake transport and driving responsibilities for home to service means and also for community activities

2. To work within safeguarding policies and procedures

- Evidence an understanding of the need to safeguard and promote the well-being of vulnerable adults and adhere to policies and procedures as necessary.
- To identify where a 'Safeguarding Alert' needs to be raised; ensuring a timely escalation of these concerns.

3. To promote health and wellbeing through integration and links with local community including voluntary community partners

- To explore and maximise the use of community resources in helping individuals to meet their identified outcomes.
- To support the management team to work collaboratively with teams and services both within and outside of Oxfordshire County Council to ensure that person centred support is provided to the individual.
- To promote and engage in cross/multi agency working, ensuring strong working relationships are in place with partner agencies for the benefit of people supported.

4. Professional development and working in best practice

- To take ownership of own professional development; attending training, workshops, courses and meetings.
- To share learning and expertise across the organisation.
- Work at any location in the Community Support Service area where there is a business need.
- To attend and participate in team discussions and development.
- To act as a champion in an area of expertise / special interest.
- To attend and utilise supervision and appraisal to identify opportunities for development, new ways of working and reflection on practice.

5. Service Development

- To contribute to the development of the service i.e. by communicating new ideas, through means such as briefings, completion of council surveys, and team meetings.
- To take opportunities to network and build professional relationships with organisations, agencies and stakeholders to improve and promote better outcomes for people supported

6. Performance

- Contribute to team achievement against performance targets.
- Support individuals to use Oxfordshire County Council's Comments and Complaints policy when necessary

7. Equal Opportunities / Diversity

Oxfordshire County Council is committed to an Equal Opportunities Policy, which affirms that all staff should be afforded equality of treatment and opportunity in employment irrespective of sex, sexuality, age, marital status, ethnic origin or disability. All staff are required to observe this policy in their behaviour to other employees and individuals they work with.

8. Health and Safety

It is the responsibility of every employee to co-operate with their employer to ensure the effective discharge of health and safety responsibilities. As an employee supporting/caring for service users you are expected to:

- Undertake health & safety training as directed by line manager and be part of and promote a positive and pro-active health and safety culture and undertake all necessary health and safety training.
- Ensure you are familiar and comply with the Council's health and safety policies and procedures.
- Ensure risk assessments in accordance with Council procedures are undertaken to reduce risks to a level that is as low as is reasonably practicable. This must consider hazards to employees, clients and others who use our services; Individual risk assessments should be completed with full contribution from the individual involved.
- Follow all appropriate safety instructions and use safety equipment provided.
- Effectively and accurately record all relevant information regarding the individual and support individuals to keep Whole Support files and activity records up to date.
- Support individuals with their medication after appropriate training and assessment according to policy and procedures.
- Ensure any practice which may threaten the health, safety and well-being of service users is brought to the attention of management;
- Ensure safety events (accidents, incidents and near misses) are reported with a view to preventing a recurrence.

The nature of this post will require flexibility to meet service needs as they arise which may include some work outside normal office hours including responses to emergencies.

The job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied after discussion, subject to the needs of the service and in keeping with the general profile of the post.

The post holder will be based in an agreed service location within Oxfordshire's Community Support Service with flexibility needed to move between the service locations should the needs of the service require this.

From time to time you may be asked to work at a different base to cover operational needs.

Oxfordshire County Council is re-organising office accommodation across the county, and the location of this post may change. The successful applicant for this position will be kept informed by his/her line manager of any proposed change in location.

OXFORDSHIRE COUNTY COUNCIL SELECTION CRITERIA

Job Title: Community Services Support Worker

Factors	Criteria
<i>Essential/Desirable</i>	
1. Educational achievements, Qualifications and Training	
Essential	• Good literacy, numeracy and IT skills • Able to attend training events and be responsible for personal development

Desirable	• NVQ, QCF, Care Certificate or equivalent • Makaton, Intensive Interaction
2. Experience, Knowledge, Understanding and Skills	
Essential	• Experience of working with people with a learning disability and/or Autism, physical disabilities or ageing health needs or in another relevant social care setting • Record keeping • Ability to help people make choices
Desirable	• Experience working with people who have a diagnosis of Autism • Motivate people supported when necessary • Experience of working (paid or voluntary) in a care related field e.g. social care, health • Knowledge of the rights of people supported to have equal access to opportunities • An understanding of the role & value of carers • Understanding of confidentiality and information sharing protocols
3. Job related attributes & skills	
Essential	• Understanding of and commitment to Health & Safety • Positively communicate and relate with people using the service, carers, colleagues and partners • Understanding of person centred planning and individual support • Is available and approachable and takes time to consult and communicate • Able to work well as part of a team and on own initiative • Manages workload effectively to ensure that targets and deadlines are met • Stays calm under pressure • Accepts and responds to constructive feedback • Identifies and takes up opportunities for self-development • Acts with integrity, honesty and impartiality • Contributes to the development of the service through team discussions • Manages work effectively to ensure that targets and deadlines are met

	• Ability to operate in a climate of change and to embrace new ways of thinking and working • Highly organised with a solutions focused, logical and innovative approach to challenge • Store, administer and accurately record medication according to policy and procedures
4. Strategic Awareness	
Desirable	• Ability to use initiative and propose solutions. • Awareness of and ability to articulate the broad organisational goals and outcomes.
5. Equal Opportunities	
Essential	• Commitment to and understanding of the principles of Equal Opportunities for all in employment and the delivery of services. • Acknowledges respects and responds to individual differences and diversity requirements.
6. Special Requirements	
Essential	• Satisfactory Disclosure and Barring Service (DBS) check. • Ability to travel to and access a variety of premises including people's homes. • Driving Licence holders will be required to transport individuals to and from the service using OCC vehicles • Commitment to inter-agency working. • Non smoker at work in accordance with OCC policy • Flexibility in working arrangements/hours to meet operational requirements including responding to emergencies. • Ability to move and handle equipment and people.