

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Health Wellbeing and Adults

DIVISION: Adult social care and all age disability

JOB TITLE: **Senior Community Support Worker**

ROLE PROFILE

Job Title:	Senior Community Support Worker (Active Lives Service)
Department:	Health Wellbeing and Adults
Division:	Adult Social Care and All Age Disability
Grade:	Grade 7
Hours (per week):	36
Reports to:	Team Leader
Responsible for:	Community Support Workers, Community Support Assistant, Volunteers
Role Purpose and Role Dimensions:	<p>The active lives service supports residents with disabilities to live an independent life by working with them to identify their strengths and to utilise assets within the community to support them to reach their potential by maximising opportunities and improving outcomes.</p> <p>To provide a community-based service to adults residing in Croydon with a disability.</p> <p>To ensure best practice and the maintenance of professional standards in supporting residents.</p> <p>To deliver support within an outcomes quality assurance framework and culture within the active lives service. This will include:</p> <ul style="list-style-type: none">• The delivery of measurable improvements in the well-being of the residents.• The provision of professional support and guidance to a team of community support workers.• The development and introduction of an outcomes-based quality assurance framework relevant to own service areas.• Ensuring contact is maintained with and support given to parents, carers and other key people in the resident's support network.• Safeguarding and promoting the welfare of residents and contributing to the development and delivery of effective risk assessments.• Commitment to the principles of community led support.

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

- Residents receiving support and their families and carers.
- Other care and support providers.
- Voluntary and community organisations.
- GP's and other health professionals
- Other key people identified by the resident receiving support.
- Advocates.

Key Internal Contacts:

- Health, Wellbeing and Adults staff.
- Facilities Management.
- Employment support service.
- Independent travel team.
- Appropriate staff in Corporate Services.

Financial Dimensions:

- Ensuring petty cash and travel subsistence claims are made in accordance with council policy.
- Ensuring residents' finances are managed according to local policy.
- Using a service Oyster card for travel in accordance with council procedures.
- Booking agency staff when required in accordance with Council protocols.
- Working to provide services in the most cost effective manner.

Key Areas for Decision Making:

- To be able to think creatively and find practical solutions to challenges that put the resident at the centre within a coproduction framework.
- Recognise when to ask for help and involve a senior colleague.
- Being accountable for the standard of your practice.

Other Considerations:

- Operating across a stretched day and week.
- Evening/weekend working can be required to facilitate stretched day and week.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Enhanced DBS and childrens and adults barred list

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

Managing and developing staff to provide effective support to Residents and families/ carers.

Allocating staff resources to maintain a safe service and deliver agreed action.

Managing and delivering agreed support plans to Residents.

Key Elements:

This will involve:

- Participating in the delivery of appraisals and providing professional supervision and support.
- Processing training opportunities.
- Leading team meetings.

This will involve:

- Organising and leading team briefings/meetings, devising/ reviewing risk assessments, planning and reviewing programmes.
- Developing staff rotas to ensure safe and effective Service delivery.

This will involve:

- Organising review meetings, liaising with residents' key

contacts, preparing and producing resident-focussed support plans and designing programmes, effective risk assessment.

Organising and facilitating Residents' support and activities that achieve desired measurable outcomes.

This will involve:

- Directing the team, facilitating residents' meetings, using IT systems, daily and longer-term planning within an asset-based approach.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence and continual professional development.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, residents and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title:

Senior Community Support Worker (Active Lives Service)

Essential knowledge:

- NVQ Level 3 in Health and Social Care (or equivalent).
- Knowledge of current issues related to the provision of services to residents with a clear commitment to the development of person-centred thinking and working.
- Knowledge of positive approaches in understanding and managing behaviours that can be unpredictable and may cause harm to self or others.
- Knowledge of and ability to implement risk assessment principles when working with Residents requiring support.
- Knowledge of a range of communication methods and the ability to support the development of communication skills in others.
- Understanding of and commitment to community-led support principles.

Essential skills and abilities:

Support skills:

- Ability to use person-centred tools to identify strengths and aspirations that will lead to agreed outcomes.
- Ability to work creatively with residents and their key contacts in a community setting.
- Ability to communicate effectively using a variety of techniques and approaches.
- Ability to consistently and positively respond to behaviour that can be unpredictable and may cause harm to self or others.
- Ability to undertake key working duties with residents, advocating and providing tools for meaningful feedback.
- Ability to ensure a coproduction approach throughout the full support process.

Management skills:

- Ability to maintain residents' records, write reports and undertake numeracy and literacy tasks required for the post.
- Ability to provide a support plan that might include assistance with personal care – in a manner that maintains the dignity and respect of residents at all times.
- Ability to devise and implement opportunities and activities promoting independence, choice and achieving identified outcomes.
- Ability to communicate clearly in English both written and verbally.

Interpersonal skills:

- Ability to work as part of a team, establishing and maintaining constructive relationships with key internal and external contacts.
- Ability to work effectively with others and cooperate with colleagues to help the team achieve its goals.
- Ability to be an excellent communicator with the skills to develop

communication with others.

- Ability to use IT effectively including MS packages, residents' databases, service and council- specific software to communicate with other key professionals and to develop person-centred plans and other residents-focussed documents.
- Ability to bring out the best in others through coaching and role modelling best practice.
- Ability to self-reflect and understand how past experiences have contributed to personal development and motivation to work with adult residents with complex needs.

Essential experience:

- Demonstrable experience of working with residents with specific and at times complex needs - including the display of behaviours that can be unpredictable and may cause harm to self or others – through the conception of effective and consistent interventions.
- Demonstrable experience of leading or working in a team.
- Demonstrable experience of organising and delivering a variety of enriching opportunities within the community and in building-based settings leading towards promoting the resident and guiding towards the achievement of agreed outcomes.
- Demonstrable emotional resilience and personal awareness to maintain effectiveness when working in challenging situations in a variety of locations.

Special conditions:

- The active lives service will be working flexibly to support the evolving needs of those receiving support. Evening and weekend working can be required to facilitate this support.
- Ability to offer support with personal care including the use of mechanical aids as required.
- Travel duties as required.
- Must be contactable during working hours.
- To work in any nominated Active Lives service area as needed.