



Job Description

Social Services Directorate

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|---------------------------|---|----------------------|----------------------|
| Post Title | Support Worker | | |
| Post Number | BG09976 | Grade | 6 |
| Base | Anvil Court Abertillery NP13 1DB | Hours of Work | 18.5 per week |
| Car User Allowance | Essential | Disclosure | Enhanced |
| Contact | Heather Tyrrell Service Manager | Updated | October 2014 |

Principal Job Purpose

Responsible to: Senior Practitioner/Team Manager

Responsible for: Within a framework of professional guidance and support to work with individuals to achieve identified outcomes that support independence, and well being.

Principal Accountabilities

- To undertake assessments and necessary care management responsibilities in order to ensure identified needs of individuals are met.
- To review and amend support packages in order to ensure their continued relevance in meeting individual needs
- To casehold as necessary and be accountable for the delivery of support plans for individual service users.
- To provide support for Carers of service users by identifying their needs and arranging appropriate support services.
- To maintain accurate records in accordance with Directorate Policy, Guidance and Legislation

- To establish and maintain effective working relationships with service users, carers and colleagues in social services and partner agencies, including the Community Resource Team, and community health services.
- To work with ward staff in Nevil Hall and Ysbyty Aneurin Bevan to facilitate effective and safe discharge arrangements for individuals.
- To work effectively as a team member and contribute to the development of the team.
- To communicate effectively with service users, carers, care management staff and other relevant professionals.
- To regularly attend and contribute to supervision, team meetings, case reviews and other relevant meetings.
- To demonstrate a commitment to personal development by participating in training and if appropriate to work towards a relevant qualification.
- To have knowledge of corporate policies and procedures and to work in accordance with them.
- To respond to situations that require immediate action as directed by your Team Manager or Senior Practitioner.
- To undertake any duties appropriate to the grade and role, as directed by the Director of Social Services.
- To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
- To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
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Person Specification – Non Managerial

| 1. Qualifications & experience | Assessment Method | | | | |
|---|--------------------------|--------------|-----------|------------------------------|------------------------|
| | Essential / Desirable | App. Form | Interview | Other (please specify) | Probationary Period |
| Qualifications/relevant experience | | | | | |
| 5 GCSEs (or equivalent) A - C grade including Maths and English | E | X | | | |
| NVQ Level 2 in Health / Social Care or equivalent | E | X | | | |
| 2 A level's or equivalent | E | X | | | |
| Proven experience of working within a statutory setting or within a voluntary organisation, either with Adults or with Children | E | X | X | | |
| Experience of working with other agencies to meet the needs of adult service users | E | X | X | | |
| Experience of using the Unified Assessment Process, or other similar assessment tools. | D | X | | | |
| Knowledge/Skills | | | | | |
| Understanding of the needs of Adults who require support and assessment. | E | X | X | | |
| Good verbal and written communication skills with professionals and adults. | E | X | X | | |
| Ability to maintain accurate records in accordance with Directorate Policy. | E | X | | | |
| Ability to work to stringent, predetermined time scales. | E | X | X | | |

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| Ability to work independently on the basis of approved objectives. | E | X | | | |
| Ability to engage effectively with a range of professionals and agencies to promote partnership working. | E | X | X | | |
| Ability to work proactively to promote positive outcomes for service users and their families. | E | | X | | |
| Ability to work as a member of a team. | E | | | | |
| Knowledge and understanding of current research, legislation and good practice regarding adults and social care policy. | E | X | X | | |

2. Special Requirements

| | Essential | Desirable |
|---|-----------|-----------|
| • Current driving licence and ability to travel as required | x | |

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

| Assessment Method | | | | | |
|--------------------------|--|--|--|--|--|
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| Topic | Competencies | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
|-------------------------------|---|-----------|-----------|---|---|
| Delivering the service | Plans ahead, organises work in advance | X | | | ✓ |
| | Involves line manager/colleagues in setting and meeting targets | | | | ✓ |
| | Re prioritises and re-organises work when necessary | | | | ✓ |
| | Sees tasks through to completion whenever possible | | | | ✓ |
| | Seeks help if workload becomes unmanageable | | | | ✓ |
| | Uses initiative to report issues that arise that impact on others | | | | ✓ |

| Assessment Method | | | | | |
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| Topic | Competencies | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
|---------------------------------|--|-----------|-----------|---|---|
| Improvement & Change | Is prepared to try new things & feed back results | X | | | ✓ |
| | Understands that changes are needed if things are to be improved | | | | ✓ |
| | Finds new and creative ways of doing things better | X | X | | ✓ |
| | Actively seeks to develop own skills and knowledge | X | X | | ✓ |

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| | Learns from mistakes & welcomes constructive feedback | | | | ✓ |
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| Topic | Competencies | Assessment Method | | | |
|---|--|-------------------|-----------|---|---|
| | | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| Providing Excellent Customer Service | Recognises the importance of high standards of customer service | | | | ✓ |
| | Is committed to providing an excellent service to all the citizens of Blaenau Gwent | | X | | ✓ |
| | Understands the links between own professionalism and the possible impact on the Authority's image | | | | ✓ |
| | Has a professional attitude that sets an example to colleagues | X | X | | ✓ |
| | Takes pride in own work and that of colleagues | | | | ✓ |
| | Is respectful, courteous and helpful at all times | | X | | ✓ |

| Topic | Competencies | Assessment Method | | | |
|---------------------|---|-------------------|-----------|---|---|
| | | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| Team Working | Reacts constructively to others' suggestions and requests | | | | ✓ |
| | Recognises potential value of others' opinions and actively seeks their contributions | | | | ✓ |
| | Asks for help when necessary | | | | ✓ |
| | Actively seeks to help others | | | | ✓ |
| | Is aware of the impact of own behaviour on others | | | | ✓ |

| Topic | Competencies | Assessment Method | | | |
|----------------------|---|-------------------|-----------|---|---|
| | | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| Communicating | Adapts content and style to help others understand | | | | ✓ |
| | Makes sure that people are regularly informed | | | | ✓ |
| | Uses appropriate language, gestures and tone when talking with others | | | | ✓ |
| | Checks others have understood & seeks advice when necessary | | | | ✓ |
| | Actively seeks to improve all forms of communication with others | | | | ✓ |
| | Communicates professionally by using formal channels appropriate to the situation | | | | ✓ |