

**Job Description****Social Services Department**

Post Title	Community Support Worker		
Post Number	BG03297 & BG03034	Grade	5 (£28,624 - £31,586) pro rata
Base	Community Options	Hours of Work	30 & 22.5
Car User Allowance		Disclosure	Enhanced
Contact	Tirion Young 01495 369629	Updated	October 2024

Principal Job Purpose

Responsible to: Community Options Manager, Day Service Manager / Deputy Manager, Community Options Team Leader

Responsible for:

Developing, encouraging and improving the lives and expectations of individuals who live in Blaenau Gwent who access the Community Options Service, by supporting, motivating and enabling them to reach their objectives.

Principal Accountabilities

1. To use creativity and innovation when planning and supporting Service Users in daily activities, which stimulate and motivate, promote independence and enable Service Users to meet their full potential.
2. Develop/rebuild skills with Service Users to integrate into the community i.e. Further Education, Leisure activities, Independent Living Skills etc.
3. To attend review meetings and participate fully in giving written comprehensive and objective feedback regarding Citizens.

4. Liaise with other agencies i.e. Health Workers to promote Citizens wellbeing.
5. To fulfil a range of personal care tasks as identified in Care and Support Plan, using appropriate Manual Handling equipment.
6. To support and develop individual skills in work related activities/tasks within the community, including assessed lone working.
7. To build and maintain relationships with families, carers and other partners who contribute to an outcome focused service provision.
8. To make decisions and use discretion in the service users best interest seeking advice where appropriate.
9. To administer medication where identified as an assessed need.
10. To make recommendations when there is a deterioration or improvement in the individual.
11. To be flexible across Community Options to support changing demands.
12. To be responsible for recording systems.
 - Maintain/Update individual personal files.
 - Ensure timely records/reports are completed.
 - Ensure all financial transactions are recorded in line with financial guidelines.
 - Manage risk and ensure completion of risk assessments in written format.
 - Ensure accidents/Incidents are appropriately recorded and line manager informed.
13. The ability to work with individuals who may display behaviours that challenge.
14. To assist in the formulation and implementation of behavioural modification programmes.
15. To manage conflict and contentious situations in a professional manner seeking advice where appropriate.
16. To participate in relevant departmental training.
17. To be committed to own personal development.
18. The post holder will require a valid driving licence and be prepared to use a car for work.
19. To comply with the relevant sections of the Authority's policy statement on Health, Safety and welfare at work.
20. To adhere to the principles of the Corporate Equality Policy and ensure commitment to Anti-discriminatory practice.

Job Working Environment:

1. To provide flexible support to the Community Options service which will include working evenings weekends and Bank Holidays Pro Rata.
2. To carry out other tasks and responsibilities of a similar nature to those listed above as determined from time to time as by the Community Options Service. In relation to the smooth running of the service.
3. The post holder will predominantly deliver an outreach service in the community with a requirement to be building based for administrative and Programme coordination activities.

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
NVQ Level 3 Health & Social Care	Essential	✓			
Proven experience of working with people with learning / physical / sensory disabilities and / or mental health problems.	Essential		✓		
Other experience					
Understanding the importance of the principles that promote independence, i.e., Dignity, Choice and Privacy.	Essential	✓	✓		
Understand and respect the principles of Confidentiality	Essential		✓		
Understanding of Positive Behaviour Management.	Desirable				✓
Knowledge/Skills/Attributes					
Good working knowledge of IT systems and software.	Essential	✓			
Knowledge of Blaenau Gwent policies and procedures.	Desirable				✓
Knowledge of Adult Protection.	Desirable		✓		✓
Knowledge of Person Centred Approaches/ Outcome ways of working	Essential		✓		✓
Able to write legible, accurate reports.	Essential	✓			
Able to liaise and communicate effectively with colleagues and other agencies.	Essential		✓		✓
Able to work effectively within a team.	Essential		✓		✓
Commitment to the understanding of, privacy and the rights of people with disabilities.	Desirable				✓
Commitment to equal opportunities and anti-discriminatory practices.	Essential				✓

2. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Full driving licence and access to a vehicle for work purposes with appropriate insurance.	Essential	✓			
Able to drive a minibus.	Desirable				
Able to work flexible hours including evenings and weekends	Essential	✓			

3. Welsh Language Requirements (please select one of the following)	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable	✓			

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

4. 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.

Topic	Competencies	Assessment Method			
		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				✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises 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				✓

Topic	Competencies	Assessment Method			
		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				✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				✓

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 the all the citizens of Blaenau Gwent				✓
	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				✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times				✓

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				✓