

# Lancashire County Council

## Combined Role Profile

### Grade Profile - Grade 4 – Support Roles

Applies to **all** posts at Grade 4

<b>Purpose</b> To apply practical methods, techniques, work procedures or processes in support of, or delivery of, the service.
<b>Scope of Work</b> Role holders will undertake a range of standardised procedures and use associated tools and equipment. Personal initiative will be required within the confines of the role.
<b>Accountabilities/Responsibilities</b> The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role. <ul style="list-style-type: none"><li>▪ Plan and organise straightforward tasks; or</li><li>▪ Exchange varied information with members of the public; or</li><li>▪ Carefully use very expensive equipment; or</li><li>▪ Handle and process considerable amounts of information; or</li><li>▪ Instruct, and check the work of, others; or</li><li>▪ Provide general information, advice and guidance on established internal procedures.</li></ul>
<b>Skills, knowledge and experience</b> <ul style="list-style-type: none"><li>▪ Previous relevant experience or the ability to demonstrate the competence to carry out the job.</li><li>▪ Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, licences or equivalent where applicable.</li></ul> <p>In addition to the skills, knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.</p>
<b>Performance Indicators</b> <ul style="list-style-type: none"><li>▪ Completion of tasks to required standards and deadlines.</li></ul>

# Lancashire County Council

## Operational Context Form

<b>Post title:</b> Community Support Worker					
<b>Directorate:</b> Adult Services Health & Wellbeing			<b>Location:</b>	East / Central / North	
<b>Establishment or team:</b>		Lancashire Adult Disability Services at:		<b>Post number:</b>	
<b>Grade:</b>	Grade 4	<b>Staff responsibility:</b>	No	<b>Essential Car user:</b>	No
<p><b>Scope of Work – appropriate for this post:</b></p> <p>The purpose of this job is to:</p> <p>To work within the ethos and values of the Adult Disability Service which provides high quality supports that afford people dignity and respect in accordance with the principles of person centred practice</p> <p>Support people with a range of disabilities, which may include supporting people who have complex health or behavioural support needs to gain more control over their lives and to maximise their inclusion and participation within their own community according to their interests, needs and wishes</p> <p>Enable individuals to achieve planned goals and personal outcomes</p> <p>Develop links with the local community and encourage natural supports</p> <p>Support people within a range of settings as required – building or community based including working within the family home where appropriate</p> <p>Promote Equality and Diversity within the service and the wider community</p> <p>Provide safe, flexible and responsive supports in line with current statutory requirements and legislation</p> <p>Domiciliary and Short Break Staff will be required to work a flexible rota which will include evenings, weekends, sleep in's and you will also be required to work during statutory holidays</p> <p>Day Staff may be asked to work occasional evenings and weekends.</p>					
<p><b>Accountabilities/Responsibilities – appropriate for this post:</b></p> <p>Core tasks (normally 6 but exceptionally up to 10)</p> <ol style="list-style-type: none"> <li>1. To support people using person centred approaches which will include: <ol style="list-style-type: none"> <li>a) getting to know the person</li> <li>b) active listening and responding</li> <li>c) involving people using communication/language that is meaningful to that person</li> <li>d) developing accessible information</li> <li>e) providing feedback to others and advocating for the person with a disability as appropriate</li> <li>f) promoting equal opportunities and positive images of people with disabilities</li> </ol> </li> <li>2. To support people to achieve positive outcomes and acting in the role of key worker as required by: <ol style="list-style-type: none"> <li>a) enabling people to develop their cultural, spiritual and emotional needs as well as their health, relationships and communication requirements</li> </ol> </li> </ol>					

- b) assisting with the development and implementation of Risk Assessments and Positive Behavioural Management Strategies
  - c) accessing Advocacy Services as appropriate
  - d) maintaining complete and accurate records relating to the individual in accordance with agreed policies and procedures which will include adherence to data protection.
  - e) ensuring people are at the centre of any planning about their own lives
  - f) participating in review meetings at which personal goals and outcomes are agreed
  - g) liaising and working closely with a range of other support services, agencies, families/carers and other stakeholders as directed
  - h) enabling people to become active and valued members of their own communities
  - i) supporting and developing health action plans with individuals as required
3. To support people with dignity and respect in order to meet their day to day needs, including:
- a) physical support particularly around moving and handling
  - b) personal care
  - c) administration of medication
  - d) engaging people who challenge and who also require consistency in how they are supported
  - e) support with domestic tasks and food preparation
4. To work as a team member including:
- a) good written and verbal communication
  - b) demonstrating a willingness to share duties
  - c) supporting each other and applying consistent working practices
5. To support people to access a range of opportunities and experiences, either from their own home or in a community setting, including:
- a) employment and volunteering
  - b) adult learning
  - c) social and leisure
  - d) household tasks
6. To work within and support the delivery of current relevant national legislation and standards as well as Adult Services Health & Wellbeing policies and practice guidelines at all times, including:
- a) Service specific operational policies
  - b) Health & Safety
  - c) Confidentiality
  - d) Safeguarding Adults
  - e) Business Planning Process
  - f) Care Quality Commission
  - g) Information Governance and Data Protection
7. To take an active role in your own personal and professional development through supervision, appraisal and training opportunities which will include attendance at various training venues across the County.

**Additional Supporting Information – specific to this post:**

- 1) Responsibility for the security of buildings, equipment and resources as directed by the line manager.
- 2) To be required to drive Motability vehicles, hire cars or privately owned vehicles registered to people using the service.
- 3) You may be asked to use your own car or public transport for business purposes as agreed by your line manager e.g. to attend training or meetings. In certain circumstances consideration may be given to applicants who as a consequence of disability are unable to drive.
- 4) All new appointments will be required to complete a programme of induction and mandatory learning.
- 5) Applicants who do not hold NVQ Level 3 at the time of appointment will be required to complete QCF Level 3 Diploma in Health and Social Care\* within the first 2 years of employment (*where applicable*) \*Please note this training will be funded by the Service
- 6) Attendance is required on all mandatory training
- 7) Attendance will be required on further specialist training to support an individual's health or social care needs
- 8) Display the LCC values and behaviours at all times and actively promote them in others

<b>Prepared by:</b>	Mary Lawrenson	<b>Date:</b>	October 2014
<b>Reviewed by:</b>	Nicola Clear		May 2016

**The above form** sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the post holder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Post holders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

**Equal opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

**Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

**Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

**Customer Focus**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

**Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

**Lancashire County Council**

<b>Person specification</b>		
<b>Post title:</b> Community Support Worker	<b>Grade:</b> Grade 4	
<b>Service :</b> Operations and Delivery Adults	<b>Post number:</b>	
<b>Establishment or team:</b> Lancashire Adult Disability Services at:		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
<b>Qualifications</b>		
QCF level 3 Diploma in Health & Social Care / NVQ level 3 Health & Social Care	D	AF
City & Guilds Induction Programme	D	AF
<b>Experience</b>	D	AF/I
To have worked in a team	D	AF/I
To have worked independently, being accountable to supervisors	D	AF/I
To have helped someone else to learn a new skill	D	AF/I
To have supported someone with a disability/care need	D	AF/I
To have worked with people from different cultures and religious communities	D	AF/I
<b>Knowledge and skills</b>		
Ability to demonstrate an understanding of and promote the needs of people with disabilities, including those with more complex needs and those who display challenging behaviours	E	AF/I
Ability to work with others to plan, develop, provide and review effective supports for individuals and their carers	E	AF/I
Strong communication skills, both verbal and written, which enable you to work with a variety of people across a range of different situations	E	AF/I
Ability to undertake personal care supports, including those for individuals with profound and complex needs	E	AF/I
Ability to work as part of a team, including an ability to liaise with other health care/social work professionals	E	AF/I
Ability to work without supervision and able to use own initiative	E	AF/I
Ability to value diversity and work across cultures	E	AF/I
Knowledge of local community services, such as education and leisure facilities	D	AF/I
Knowledge of current legislation and policy relevant to the support of individuals with learning disabilities	D	AF/I
<b>Other (including special requirements)</b>		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Commitment to continuous professional development including a requirement to attend relevant training	E	I
4. Attend work on a regular basis and undertake weekend/shift work, bank holidays and sleep in shifts	E	I
5. Display the LCC values and behaviours at all times and actively promote them in others	E	
<b>Date:</b> October 2014/Reviewed April 2016		
<b>Note: We will always consider your references before confirming a job offer in writing.</b>		