

Lancashire County Council

Combined Role Profile

Grade Profile - Grade 4 – Support Roles

Applies to **all** posts at Grade 4

Purpose To apply practical methods, techniques, work procedures or processes in support of, or delivery of, the service.
Scope of Work 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.
Accountabilities/Responsibilities The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role. ▪ Plan and organise straightforward tasks; or ▪ Exchange varied information with members of the public; or ▪ Carefully use very expensive equipment; or ▪ Handle and process considerable amounts of information; or ▪ Instruct, and check the work of, others; or ▪ Provide general information, advice and guidance on established internal procedures.
Skills, knowledge and experience ▪ Previous relevant experience or the ability to demonstrate the competence to carry out the job. ▪ Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, licences or equivalent where applicable. In addition to the skills, knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.
Performance Indicators ▪ Completion of tasks to required standards and deadlines.

Lancashire County Council

Operational Context Form

Post title: Community Support Worker					
Directorate: Adult Disability Services			Location:	East/Central/North	
Establishment or team:		Lancashire Adult Disability Services at:		Post number:	
Grade:	Grade 4	Staff responsibility:	No	Essential Car user:	No

Scope of Work – appropriate for this post:

The purpose of this job is to:

Support people with disabilities which includes people with varied levels of needs to enable people to have more control over their lives and to maximise their inclusion and participation within their community according to their interests, needs, and wishes.

Enable individuals to achieve planned goals and personal outcomes.

Develop links with the local community and encourage natural support.

Support people within a range of settings as required – people's own homes, short break accommodation, or community-based- including working within the family home where appropriate.

Promote Equality & Diversity within the service and the wider community.

Provide safe, flexible, and responsive support in line with current statutory requirements and legislation.

Domiciliary and Short Breaks staff will be required to work a flexible rota which will include evenings, weekends and sleep in's and you will also be required to work during statutory holidays.

Day staff may be asked to work occasional evening and weekends.

Accountabilities/Responsibilities – appropriate for this post:

Core tasks (normally 6 but exceptionally up to 10)

1.To support people using person-centred approaches which will include:

- a) Getting to know the person.
- b) Active listening and responding.
- c) Involving people using communication/language that is meaningful to that person.
- d) Developing accessible information.
- e) Providing feedback to others advocating for the person with a disability as appropriate.

- f) Promoting equal opportunities and positive images of people with disabilities.

2.To support people to achieve positive outcomes and acting in the role of key worker as required by:

- a) Enabling people to develop their cultural, spiritual, and emotional needs as well as their health, relationships and communication requirements.
- 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 by agreed policies and procedures which include adherence to the General Data Protection Principles.
- e) Ensuring people are at the centre of any planning around 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 communities.
- i) Supporting and developing health action plans with individuals as required.
- j) Facilitating and planning activities either on a 1:1 or in groups.

3.To support people with dignity and respect 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 with more complex behavioural needs who 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 in 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 and Community Service policies & practice guidance 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 and appraisal and training opportunities which will include attendance at various training venues across the County Council.

Additional Supporting Information – specific to this post:

1. Responsibility for the security of building and valuables as directed by the line manager.
2. To be required to drive Motability vehicles registered to people using the service.
3. You may be asked to use your car or public transport for business purposes as agreed by your line manager.
4. All new appointments will be required to be complete a program of induction and foundation learning.
5. Applicants who do not hold NVQ Level 3 at the time of appointment will be required to complete the QCF Level 3 Diploma in Health and Social Care within the first 2 years of employment.
6. Attendance is required on all mandatory training and relevant training.
7. Attendance will be required on further specialist training to support an individual's health and social care needs.
8. Always display the LCC values and behaviours and actively promote them in others.

Prepared by: Steve Whelan & Nicola Clear

Date: January 2024

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 postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders 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

Person specification		
Post Title: Community Support Worker	Grade: Grade 4	
Directorate: Adult Disability Services	Post number:	
Establishment or team: 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)
Qualifications		
QCF Level 3 Diploma in Health & Social Care /NVQ Level 3 Health & Social Care	D	AF
City & Guilds Induction Programme	D	AF
Experience		
To have worked in a team	D	AF/I
To have worked independently, being accountable to managers	D	AF/I
To have helped someone else learn a new skill	D	AF/I
To have worked with people from different cultures and religious communities	D	AF/I
To have supported someone with a disability /support and care need	D	AF/I
Knowledge and skills		
Understand the needs of adults with a disability- including those with more complex needs and additional needs- and the implications for planning and providing effective support to them and their carers.	E	AF/I
Ability to communicate clearly and effectively using a range of methods to suit different situations, maintaining confidentiality within current guidelines.	E	AF/I
Ability to help others communicate and to advocate for a person with a disability where necessary.	E	AF/I
Ability to work without supervision, to develop own initiative, and to develop teamwork.	E	AF/I
Ability to work with others to design, carry out, monitor, and review individual plans	E	AF/I
Ability to contribute to the assessment and review of individuals and individual programs.	E	AF/I

Ability to carry out aspects of personal care, including for people who have profound and complex disabilities and additional needs, to ensure the dignity of the individual is always maintained.	E	AF/I
Ability to keep accurate records and provide clear reports	E	AF/I
Ability to attend work regularly, demonstrating effective timekeeping, managing own workload producing work to agreed deadlines, and being able to work independently with guidance.	E	AF/I
Ability to contribute to team working, and team development and to support service change, working flexibly and demonstrating positive and encouraging approaches to motivate others.	E	AF/I
Knowledge of local community facilities and services e.g., leisure, community, and education services	D	AF/I
Knowledge of the cultures and religions of the communities of Lancashire and to have the ability to value diversity and work across such cultures.	D	AF/I
General knowledge of current legislation and policy relevant to the support of individuals with learning disabilities such as the Care Act 2014.	D	AF/I
Knowledge of other cultures and faiths and ability to work with people from other cultures and faiths.	D	AF/I
Ability to help initiate and support activities to enable individuals to achieve positive outcomes.	D	AF/I
Knowledge and understanding of adults who present with higher level needs and may require Positive Behaviour Support planning to meet their needs.	D	AF/I
Other (including special requirements) 1. Commitment to equality and diversity 2. Commitment to health and safety 3. Commitment to continuous professional development including a requirement to attend relevant training 4. Attend work regularly 5. Domiciliary and Short Break Services to undertake weekend/shift work, bank holidays, and sleep-in shifts 6. Always display the LCC values and behaviours and actively promote them in others.	E E E E E E E	I I I I I I I

Date: January 2024		
Note: We will always consider your references before confirming a job offer in writing.		

LANCASHIRE COUNTY COUNCIL

PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

CONFIDENTIAL

Team/Establishment	Lancashire Adult Disability Services
Post title	Community Support Worker
Description of main activities the employee will be required to undertake (or attach role profile) See Role Profile and Operational Context Form	
Form completed by: Steve Whelan (County Disability Manager)	

A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights (<i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc</i>).	☐	☒
2	Work in excessively noisy environments above statutory control limits (<i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc</i>).	☐	☒
3	Work in unusual environmental conditions (<i>e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required</i>).	☐	☒
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (<i>e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc</i>).	☐	☒
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	☒	☐
6	Some contact with hazardous substances (<i>e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves</i>).	☐	☒
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	☐	☒
8	Work with lead or lead-based products (<i>e.g. some paints</i>).	☐	☒
9	Food handling/preparation (of raw or uncooked food only).	☒	☐

10	Occupational fieldwork or work in extreme conditions (e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work).	☐	☒
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B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

This section is for the information of applicants and does not facilitate a referral to Occupational Health.

		YES	NO
11	Face to face contact with the public/service users (e.g. at sensitive front line posts re abuse, aggression, assault).	☒	☐
12	Working in isolation/lone working.	☒	☐
13	Work with electrical wiring (e.g. colour blindness).	☐	☒
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers).	☒	☐
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (e.g. risk of weils disease, other animal borne diseases, zoonoses).	☐	☒
16	Manual handling (other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities).	☒	☐
17	Working with vulnerable service users (e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).	☒	☐
18	Work involving repetitive movements or forced posture (e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling).	☒	☐
19	Work as a regular display screen user (where more than $\frac{1}{3}$ of a person's time is spent using DSE continuously over any 1 month period).	☐	☒

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

Head of Service/Headteacher/Line Manager (please print)		Steve Whelan	
Telephone Number:	07795 541201	Date:	January 2024

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