

Job Description: Community Response Support Worker**Department:** Adults and Communities**Job Title:** Community Response Support Worker**Grade:** Grade 6**Post Number:****Service/Section:** Community Response Service**Base/Location:** Countywide**Responsible To:** Community Response Manager**Responsible For:** N/A**Key Relationships/
Liaison with:**

Colleagues and managers, users of the service, their families, Occupational Therapists, Physiotherapists, social care workers and Nurses

Job Purpose

At Leicestershire County Council we are working to transform Adult Social Care Services by embracing a strengths-based approach and working towards a model that supports local communities and economies. Our focus is on prevention and reablement, supporting family, carers and helping people maintain their independence and autonomy.

The Community Response Service (CRS) aims to provide an integrated health and social care response to:

- Work together with community nursing and therapy teams to support individuals and their carers when they have a change in need and prevent admission to hospital or care home.
- Help individuals to get home from hospital quickly and provide support to help them restore their health, wellbeing and independence
- Provide short term intervention which helps someone to become as independent as is possible for them, focusing on helping people to restore their optimum level of functioning or give reassurance and safety to an individual who has become confused or distressed.
- Provide an integrated high-quality person-centred approach to adults in the community in Leicestershire.
- Motivate individuals and support them to build their confidence through identifying their goals and providing positive feedback about their progress and achievements.

- Encourage individuals, relatives, carers and significant others to contribute to every aspect of the process to ensure that individuals are enabled to make decisions about their own lives and to make a contribution to the development of services in general.
- Work with a multidisciplinary team to help deliver an agreed support plan, to help Individuals to identify and achieve their goals relating to a range of social care needs such as washing and dressing, showering, meal preparation and helping people engage in community activities.
- Provide a homecare service for people pending handover to an ongoing care provider, or to meet the needs of people in emergency situations.

Main Duties and Responsibilities

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| 1 | To promote choice and support individuals in delivering a range of social care tasks including washing, dressing/undressing, showering and bathing, meal preparation, domestic activities, engaging in community activities, working to a graded programme to help optimise their level of ability and independence. |
| 2 | To undertake a range of delegated health care tasks as required e.g. prompt prescribed medication; support the application of prescribed creams, eye and ear drops, catheter care, prompting exercises as prescribed by the physiotherapist. To complete and maintain accurate records as is necessary in respect of these tasks. |
| 3 | To work with the individual in the delivery of their support plan, using your own initiative and without direct supervision when out in the community. |
| 4 | To maintain at all times a kind, caring and professional attitude towards individuals, relatives and colleagues and taking into consideration dignity, privacy and confidentiality, cultural and religious needs. |
| 5 | To adhere to safe moving and handling procedures in line with individual support plans following training. |
| 6 | Ensure that when using equipment is has been maintained according to Medical Devices Policy and meets individuals needs |
| 7 | Support individuals with prescribed equipment and assistive technology |
| 8 | Record accurately and report on the person's condition by undertaking basic monitoring skills e.g. blood pressure, pulse, temperature, respiration |
| 9 | To work with health colleagues to deliver an integrated care and support service within agreed competencies. |
| 10 | To work in partnership with others to ensure that plans of care are carried out to the agreed high standard and use supportive and motivational approaches to help individuals identify and achieve their own goals and build confidence, ensuring the delivery of the quality service |
| 11 | Contribute effectively as a member of the Multi-professional team building appropriate relationships. |

12	To liaise closely with CRS Managers and Co-ordinators, promptly informing them of any circumstance that requires an immediate response.
13	Respond to emergency situations and take appropriate actions e.g contacting GP, police or ambulance service as necessary.
14	To accurately record interventions which evidences delivery of a care and support service.
15	Effectively use IT systems to record information, complete administrative tasks such as annual leave; time sheets, mileage etc.
16	To provide written observations of the person's circumstances, whether improvement or deterioration, to help with the progression and review of the support programme or intervention.
17	To update and complete all documentation as required, for example: incident sheets, timesheets, mileage claim forms, annual leave request cards, update and complete DBS request forms when required for renewal.
18	To maintain compliance with mandatory training requirements and scope of core and specific extended competencies
19	To assist in the development and training of new staff; to share good practice in order to improve standards of care and support staff by mentoring and inducting them into the role
20	To attend 1:1 supervision and participate in Annual Personal Development reviews. Attend team meetings and training to maintain high standards and compliance with regulations and Council strategies. This will include e-learning courses, attending venues outside of the service and attendance on non-working days as necessary.
21	To safeguard people by recognising and responding when an individual might be at risk from abuse but also recognising their own limits and asking for help and escalating concerns when necessary
22	To respect the confidential nature of the work and protect personal information in accordance with General Data Protection Regulations (GDPR)
23	Recognise any work-related risks and ensure they are reported as per local policy
24	At all times ensure that own actions support and promote equality, diversity and the rights of patients, the public and colleagues within the health care environment.
25	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
26	If required, the post holder will work across other LCC sites and services in exceptional circumstances, pandemic or other eventualities, in line with the duties set out in this job description.

Special Factors

- The nature of the work may involve the jobholder carrying out work outside of normal working hours.
- You will be required to work shifts covering 7am to 10pm Monday to Sunday
- with alternate weekends off
- This post is eligible for a DBS check under the Rehabilitation of Offenders Act
- 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and is defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006. Therefore, a **DBS enhanced check for a regulated activity (includes a barred list check)** is an essential requirement.

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Leicestershire County Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Date Prepared/Revised: March 2021

Person Specification: Community Response Support Worker

Department: Adults and Communities

Job Title: Community Response Support Worker

Grade: Grade 6

Post Number:

Service/Section: Community Response Service

Key:

App = Application Form

Test = Test

Int = Interview

Pre = Presentation

Med = Medical Questionnaire

Dc = Documentary Evidence (E.g., Certificates)

	Essential	Desirable	How assessed
Qualifications			
Level 2/3 Diploma in Health and Social Care <u>or</u> other equivalent qualification in a relevant subject	✓		Doc/Int
Or			
Demonstrable experience identified within the section below.	✓		Ref/Int
Experience			
Experience of providing personal care and support in a paid or voluntary capacity.		✓	App/Int
Knowledge			
An understanding of the Care Act 2014 values of promoting independence, choice, dignity and rights.		✓	App
Knowledge of assistive equipment available for people accessing services.		✓	App
Knowledge of common conditions experienced by people accessing services.	✓		App/Int
Skills and Competencies			
Ability to converse at ease with customers and provide advice in accurate spoken in English is essential to the post	✓		App/Int
Ability communicate effectively both verbally and in writing.	✓		App
Ability to record observations relevantly and accurately.	✓		Int

Able to work effectively on own as well as part of a team.	✓	App
Able to safely move and handle people who are experiencing difficulties with mobility.	✓	Int
Commitment to delivering high standards/quality of care and support	✓	Int
Ability to work under pressure and to respond effectively, and remain calm in crisis situations	✓	Int
Commitment to anti discriminatory practice	✓	App
Basic I.T skills sufficient to write and maintain records.	✓	App
Other Requirements		
An understanding of, and commitment to Equal Opportunities, and the ability to apply this to all situations.	✓	App/Int
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Equality Act 2010	✓	Med
Ability and willingness to learn to fulfil the job role. Reporting/recording and communicating with internal and external agencies/colleagues and management	✓	Int
Ability to take responsibility for learning and self-development provided by the organisation attending all mandatory and necessary training	✓	Int
Ability to work flexible hours on a rota to meet the needs of the service, Including evenings, weekends and Bank holidays	✓	App/Int
Ability to work unsupervised and as part of the team	✓	Int
Driving licence and use of motorised vehicle for work at all times	✓	Int
To respect at all times the confidential nature of the council work	✓	Int
To follow Health and Safety protocol at work to maintain good infection control standards	✓	Int

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