

JOB DESCRIPTION

POSITION:	Community Support Worker
AT:	Within the Kirklees Area
RESPONSIBLE TO:	COMMUNITY SUPPORT MANAGERS

HOURS	Full and Part Time
PAY	£7.98 to £8.58

1. ABOUT MENCAP IN KIRKLEES

We are a registered charity providing services to people with a learning disability who live in Kirklees.

2. **OUR VISION** is of a world where people with a learning disability are valued equally, listened to and included.

3. **OUR MISSION** is to:

- Support people with a disability across Kirklees, to fulfil their potential and lead happy and purposeful lives.
- Involve these people and their families, staff and other stakeholders in every aspect of the services and activities we provide.
- Campaign for change & improvement in the lives of people with a learning disability.
- Build on our high quality services and be responsive to changing needs.
- Run an effective & well managed organisation which provides excellent value for money.

4. ABOUT THE COMMUNITY SUPPORT SERVICE:

The service provides support to 40 people with a learning disability to enable them to live independently in their own homes and also provides support for people to access a range of community facilities. We have 5 Supported Living homes where we provide 24 hour support to people.

We operate a rota system between the hours of 7.00am and 11.00pm that includes weekends and bank holidays. You may also be required to work occasional sleep in shifts.

The people who use our service all have different needs and abilities which is why we treat each person as an individual and respect their wishes. We operate a shift system that includes working weekends, bank holidays and sleep-ins over a 7 day week.

5. THE JOB:

This job involves supporting and enabling people to manage their own homes and lives. This includes: helping with personal care, budgeting, paying bills, appointments, shopping, household tasks, accessing the community safely. We also will support people into employment, education and voluntary work.

Everyone has different needs and different levels of ability and as a support worker your role will be to help and encourage people to do as much as they can for themselves.

6. MAIN DUTIES

The following is a broad outline rather than an exhaustive list.

a. To attend to the physical, social and emotional needs of the people we support by helping with:

- A range of household tasks and in maintaining their own homes
- Tenancy support
- Personal care
- Managing monies, including budgeting for holidays and household expenditure
- Accessing community facilities
- Attending health appointments, maintaining a healthy diet and taking exercise
- Overseeing medication and minor first aid

- To ensure that the agreed aims of the care plan are followed together with any moving and handling risk assessments
- b. To ensure that a person's rights, dignity, choice and privacy are respected at all times.
- c. To attend fire training, be present at fire drills and assist with the support and evacuation of people using the service where necessary.
- d. To observe and report any changes in residents physical and mental health to the person in charge.
- e. To contribute to team meetings and service user reviews and attend any meetings that are essential to maintain the safe running of the service.
- f. To maintain good working relationships with other professionals.
- g. Take reasonable care of the health and safety of yourself, other persons and resources whilst at work. This includes identifying and reporting any maintenance and security issues.
- h. To carry out such other duties appropriate to the post as might be allocated by the Service Manager.
- i. To provide cover at other Mencap in Kirklees services when required.

7. KNOWLEDGE & EXPERIENCE

- a. Knowledge of the issues relating to people with a learning disability.
- b. To understand what dignity means and how this applies to this role.
- c. To understand the importance of team work and how this benefits the users of the service.
- d. Knowledge of what safeguarding is and the role this position plays in keeping people safe.
- e. An understanding of what confidentiality means and what the post holders role is in maintaining it.
- f. An awareness of cultural needs and how to provide sensitive support.

- g. To understand the importance of good working relationships within the team and with any other relevant people, including professionals, parents and carers.

8. SKILLS & ABILITIES

- a. To be able to write clear and concise notes in our service user’s individual files, recording any changes in their physical and mental health and to pass on relevant information to managers, professionals and support workers as appropriate.
- b. To be able to communicate effectively with people.
- c. To be able to provide opportunities, encouragement & support to help individuals to reach their potential.
- d. To ensure that the service is always delivered with respect and a commitment to equal opportunities both for people using the service and for staff.
- e. An ability to drive and have a car available for work is desirable but not essential

9. PAY SCALE (AS AT 1ST APRIL 2017)

Up to 18 months service			After 18 months service		
Unqualified	Diploma Level 2	Diploma Level 3	Unqualified	Diploma Level 2	Diploma Level 3
£7.98	£8.13	£8.33	£8.23	£8.38	£8.58

10. TRAINING & QUALIFICATIONS:

Our staff are our biggest asset and we want them to be well trained so they are able to provide high quality care to the people we support. In order that you can do that we will provide training in the following topics and you will be expected to complete these as and when asked to do so by the service Managers. Most of the training will take place in working hours but you will be expected to do some work towards the Diplomas and Level 2 qualifications in your own time. There is no charge for any of this training.

- Care Certificate or equivalent induction
- Level 2 Diploma in Health & Social Care

- Level 2 Certificate/Unit in Learning Disability Awareness
- Level 2 Certificate/Unit in Infection Control
- Level 2 Certificate/Unit in Health and Safety
- Safeguarding
- Mental Capacity & Deprivation of Liberty Safeguards
- Moving & Handling
- First Aid
- Medication Awareness
- Distraction and Intervention techniques
- Food Hygiene and Nutrition
- Fire safety
- Pressure care
- Dementia awareness
- Oral hygiene

11. BENEFITS OF WORKING FOR MENCAP IN KIRKLEES

- a. Enrolment into our workplace pension scheme into which Mencap in Kirklees contributes 3% of your salary if you meet our qualifying criteria.
- b. Enrolment into a healthcare scheme that allows you to claim money towards the cost of dental, optical and other medical expenses.
- c. A generous holiday allowance that increases the longer you work for us.
- d. Sick pay and family friendly policies after a qualifying period.
- e. Membership of Mencap Extra's offering discounts on lifestyle purchases such as cinema tickets and meals out.
- f. Ongoing investment in your personal development and training to help you to achieve your career goals.

12. A DAY IN THE LIFE OF A COMMUNITY SUPPORT WORKER

To help candidates to have a deeper understanding of the role they are applying for, we asked our existing staff to describe in their own words what a typical shift involves. This is what they said:

My role as a support worker can differ on a daily basis, some days run smoothly and some days are hectic, but you have to take it in your stride and face whatever issues that may arise on that day. Most days start at 9.00am but it can be 8.30am depending

on who I am supporting and what that person needs. Some people need me to observe them taking their medication, but some people manage this themselves. Some people need support with their personal care for example prompting to bath, shower, wash hair, brush their teeth and to get dressed.

support people to go shopping and sometimes advise on dietary needs to encourage a healthier lifestyle. I also support people to take part in social activities like swimming, evening clubs, bingo, walking, meals out, day trips and even holidays.

I support people to medical appointments and make medical appointments if the situation occurs for example, the dentist, the doctor and hospital. I support people to pay their bills and advise them how to get better deals with home issues such as gas, electric and TV packages.

I support people to resolve any problems that arise within their homes and make sure they are safe, for example checking that the doors are locked, safety latches are on and that care pendants are worn if the person has one provided, before I leave their house

Sometimes as a support worker I have to liaise with family members to discuss any issues that may arise.

My job as a support worker is a brilliant job and I 100% enjoy my job. I get satisfaction from knowing I make a difference to someone's life in the time I support them and if you can make changes to that persons life that enables them to have a better quality of living and life then that's what gives you 100% job satisfaction.

13. NEXT STEPS

You can get an application pack by ringing the Admin Team on 01484 340811 or you can download one from our website www.mencapinkirklees.org.uk

Send your completed form to:

Administration Team

Mencap in Kirklees

Brunswick House, 33 East Street

Lindley

Huddersfield HD3 3ND

Or you can hand it in to our Huddersfield or Dewsbury offices.

If you want to chat with our Service Manager before filling in an application form you can telephone Dawn Wood on **01484 340811** or you can email her at:

dawn.wood@mencapinkirklees.org.uk

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