

LEEDS CITY COUNCIL

JOB DESCRIPTION

DEPARTMENT

SOCIAL SERVICES

SECTION / ESTABLISHMENT

COMMUNITY SUPPORT SERVICES

POST TITLE

COMMUNITY SUPPORT ASSISTANT

GRADE

CSA

POST(S) TO WHICH DIRECTLY RESPONSIBLE

SERVICE DELIVERY MANAGER/COMMUNITY SUPPORT SUPERVISOR

PURPOSE OF THE JOB

Under the general direction and supervision of the Service Delivery Manager/Community Support Supervisor to provide an integrated package of housing related support and care in accordance with agreed support/care plans, which enable people to live in a way that supports independence, control and social inclusion.

RESPONSIBILITIES

To provide a service that will maintain and promote independence, dignity and choice for the service user.

To provide a service that respects the confidential nature of the work.

To comply and implement requirements in accordance with agreed care plans and follow necessary training.

To develop the support plan to reflect the aims and goals of the care plan within a person centred approach.

As a key worker to assist and enable the service user to maximise their independence.

To assist and enable service users with tasks associated with their personal care and hygiene, e.g. washing and bathing, hand to mouth assistance and supervising tube feeding, sanitary care and foot care etc..

Support individuals to undertake practical and domestic tasks to maintain tenancy and promote independence as identified by the support plan, with regard to, shopping, payment of bills, tenancy agreements, collection of prescriptions, laundry, meal preparation and cleaning etc. Using appropriate documentation and equipment in accordance with the Leeds City Council Policies.

To undertake appropriate training identified by Health professionals.

To promote independence, rehabilitation and monitor the well being and needs of all service users.

Where identified, **by a medication planner**, maintain record of assistance and/or prompting with medication.

ntow

new types of worker
new types of working



Support for child(ren), (when specifically approved for such duties).

Where identified to provide practical support, including all domestic and child care tasks that would be expected of a parent in order to meet the needs of their child(ren). To provide direct care for children and liaise with professionals from other agencies.

To support individuals to liaise with housing providers where appropriate.

To participate in moving and handling including the use of equipment

To attend meetings as required including supervision.

To accurately complete all necessary documentation.

To be fully acquainted with the Code of Practice.

To assist and enable individuals to take up educational, training, employment, social and leisure opportunities where identified by a care plan.

To report any changes in the service users emotional and physical needs, including dietary requirements on a daily or weekly basis as necessary to the Community Support Supervisor or other appropriate care manager e.g. Social Worker, District Nurse, Joint Care Manager etc.

To liaise and co-operate with parents, relatives, carers, neighbours, neighbourhood schemes and other agencies as appropriate.

To participate in training and development activities as necessary to ensure up to date knowledge, skills and continuous professional development.

To assist with basic training and induction of new Community Support Assistants.

To provide cover in any geographical area as reasonably required by the Service Delivery Manager/ Community Support Supervisor.

To work alongside other professionals and in other settings including Residential and Day Services as necessary.

To carry out sleep in and waking night duties if required.

To undertake any other duties appropriate to the post.

To comply with the requirements of all Leeds City Council and Departmental policies, procedures and staff instructions, including responsibilities under the Health and Safety Policy and Procedures.

To actively promote and support Leeds City Council's and Departmental Policies on Equal Opportunities and to work in an anti-oppressive manner.

To comply with the requirements of the Social Services Staff Code of Conduct on Confidentiality and the Data Protection Act 1998.

To actively respect and take into account all cultural, religious, personal and social needs.

RELATIONSHIPS

The post holder will work as part of a Community Support Service Team maintaining a close working relationship with staff, service users, carers, colleagues and professional agencies in partnership with the service user taking account of confidentiality, including data protection.

PHYSICAL CONDITIONS

The post holder will be community based providing the service within service users own home and where identified assisting the service user to access the wider community. Almost all the working week is spent standing or walking. It is advisable that jewellery is not worn whilst on duty due to possible loss, damage or injury to self and/or service users. Footwear should be low heeled, walking shoes in order to avoid accidents.

Leeds City Council operates a non-smoking policy, however the post holder will have to visit service user's homes where other people may smoke

SOCIAL CONDITIONS

The Community Support Service is available 24 hours per day, 7 days per week, 365 days per year. Hours are worked on a flexible variable rota basis which includes weekends, evenings, nights (if required) and bank holiday working.

Flexible ways of working will be required and an ability to accommodate different lifestyles, goals and aspirations of individual service users.

ECONOMIC CONDITIONS

Terms and conditions of employment are in accordance with collective agreements negotiated from time to time by the National Joint Council for Local Government Services set out in the National Agreement on Pay and Conditions of service and as supplemented by local collective agreements reached with trade unions recognised by the Council and by the Rules of the Council

PROSPECTS

Promotion

Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Department which potentially provide the opportunity for career progression within the Department.

Any subsequent vacancies will be filled in compliance with agreed Council procedures.

Training

The Department has a positive commitment to the training and development of employees in all areas of its activities.

Similarly employees are also expected to adopt a positive attitude to any training provided and also to their own personal development.

QUALIFICATIONS

To hold a relevant NVQ2 or to undertake NVQ2 within six months of commencement in this post. Employees working with people who have a learning disability will also need to hold a Learning Disability Award Framework (LDAF)

SPECIAL CONDITIONS

This post is subject to a higher level of check with the Criminal Records Bureau. In discharging its social services function under the Local Authority Social Services Act 1970, the Department is covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 and any applicant is obliged to disclose ALL convictions and cautions, no matter how long ago they occurred and regardless of whether the offences were committed as an adult or a juvenile.

Please note that a criminal record will not necessarily be a bar to obtaining employment, this will depend upon the circumstances and background to any offence.

Job Description Prepared / Reviewed by:

Adult & Learning Disability Services

Date: 5 July 2004

Job Description Approved by:

Equality Development Unit

Personnel Section

Date:

EMPLOYEE SPECIFICATION

Detailed below are the types of skills, experience and knowledge which are required of applicants applying for the post. The "Essential Requirements" indicate the minimum requirements and applicants lacking these attributes will not be considered for the post. The points detailed under "Desirable Requirements" are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

ESSENTIAL REQUIREMENTS

SKILLS

Ability to pass information effectively, accurately and concisely between service users, carers, colleagues and other agencies.

Ability to work in a supportive and enabling manner that focuses on assisting individual service users to achieve their goals.

Ability to work with all service user groups including older people, people with physical and sensory impairments, people with mental health problems, people with learning difficulties and parents with children.

Ability to approach each service user as an individual and to not make assumptions about people's abilities or the kind of assistance that they require.

Able to carry out normal household duties - cleaning, cooking, use of domestic appliances, home economics budgeting and maintain a healthy and safe environment.

Ability to support and enable service users to make choices about all aspects of their daily lives, including when they get up in the morning and go to bed at night, what sort of assistance they require with personal care, what and when they eat, and what activities they take part in.

Ability to accompany service users to access the wider community.

Ability to act in an appropriate manner when assisting service users when they meet and interact with other people including family, friends, professionals and the general public.

Ability to show empathy and patience when assisting service users

Ability to assist service users to carry out social roles such as parenting.

Ability to make quick decisions, use initiative, work unsupervised and be adaptable to different work situations.

Ability to work with and take account of the needs of service users and relatives from diverse, multi-cultural and ethnic backgrounds.

Ability to work as part of a team.

KNOWLEDGE

Demonstrate an understanding of the importance of confidentiality and of the duty to respect each service user's privacy.

Awareness of the needs and issues relating to vulnerable people.

Awareness of cultural needs within the minority ethnic community.

Basic literacy & numeracy

Knowledge and understanding of the need for confidentiality.

BEHAVIOURAL AND OTHER JOB RELATED CHARACTERISTICS

To respect each service user's right to exercise choice and take control over their own lives.

Ability to develop working relationships with individual service users that are based on mutual dignity and respect.

Ability to understand and observe the Council's Equal Opportunities Policy.

Ability to understand the need for confidentiality and the implications and principles of the Data Protection Act 1998.

To carry out all duties having regard to an employee's responsibility under the Council's Health & Safety Policies.

Willingness to actively participate in training and development activities to ensure up to date knowledge and skills.

DESIRABLE REQUIREMENTS

SKILLS

Ability to work with one or more of the following service user groups, older people, people who have physical and/or sensory impairments, people who have mental health problems, people who have learning difficulties, and parents with children.

Able to communicate with individuals with different ability levels including service users with no verbal skills.

Practical caring skills to provide personal care and/or support for the service users with personal care - wash, dress, toileting, bathing, hairdressing, shaving and simple first aid.

Ability to drive.

KNOWLEDGE

An understanding of the Community Support Service and the Welfare System.

Local knowledge of the area.

An understanding about ageing - both the physical and mental effects.

Understanding service user's independence.

Demonstrate an understanding of the importance and of the duty to respect each service user's privacy.

EXPERIENCE

Providing care for people in the community, in a supportive and enabling manner, through previous employment or voluntary work.

Dealing with crisis situations.

Of flexible working.

Experience and understanding of all user groups.

Experience of individuals who may challenge the service

BEHAVIOURAL AND OTHER JOB RELATED CHARACTERISTICS

Knowledge of the problems of disadvantaged groups.