

LEEDS CITY COUNCIL

JOB DESCRIPTION

DEPARTMENT

SOCIAL SERVICES

SECTION / ESTABLISHMENT

COMMUNITY SUPPORT SERVICE

POST TITLE

COMMUNITY SUPPORT SUPERVISOR

GRADE

CSL

POST(S) TO WHICH DIRECTLY RESPONSIBLE

AREA COMMUNITY SUPPORT MANAGER /
COMMUNITY SUPPORT MANAGER

POSTS(S) FOR WHICH DIRECTLY RESPONSIBLE

COMMUNITY SUPPORT
ASSISTANTS AND HOME CARE ASSISTANTS
(HOUSEKEEPING)

PURPOSE OF THE JOB Under the general direction and supervision of the Community Support Manager to provide guidance, support and supervision to a team of Community Support Assistants and Home Care Assistants who provide services in accordance with agreed care plans, which enable people to live in a way that supports independence, control and social inclusion

RESPONSIBILITIES

To be responsible to the Community Support Manager for the co-ordination and supervision of a team of Community Support Assistants and Home Care Assistants to ensure a service that will maintain and promote independence, dignity and choice for the service user and promote a high standard of service and maintain confidentiality.

To support Community Support Assistants and Home Care Assistants through staff supervision and appraisal scheme within the team and in other teams should the need arise.

To undertake a designated role within the Local Authority's Attendance Management Procedure.

To organise and support a team to provide and maintain 24 hour service delivery, including rota management, organisation and planning.

To visit people who have been referred for the service, within their own homes, identifying any Health and Safety issues, complete hazard identification documentation and support plans. Report any concerns to the Community Support Manager.

To ensure service users receive a service which meets identified needs (following a Support and Medication Plan) including periods of employee sickness, holidays, training and other emergency situations.

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new types of worker
new types of working



To ensure service users receive a service that supports choice, control and social inclusion.

To ensure service users receive continuity of service in accordance with quality standards.

To appropriately report any changes in service users ability and/or circumstances which necessitates a change of service requirement involving other professionals or agencies.

To monitor and manage the level of service necessitated by short-term changes in service user needs.

To ensure Community Support Assistants and Home Care Assistants maintain an understanding of the Code of Practice.

To attend meetings as required.

To verify the appropriateness of Community Support Assistants and Home Care Assistants journeys.

To be involved in the recruitment and selection of new employees.

To liaise and co-operate with parents, relatives, carers and other agencies.

To liaise with the Service Performance Manager where appropriate.

To assist with training and induction of new Community Support Assistants

To maintain and up date employee data and to pass information appropriately within the organisation.

To participate in the use of technology.

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

To undertake other duties appropriate to the post as required by the Community Support Manager, including cover where necessary for staff shortages within Community Support Assistant teams.

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 and the Data Protection Act 1998.

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

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

RELATIONSHIPS The post holder will work as part of a Community Support Team maintaining a close working relationship with staff, service users, other agencies and relatives

PHYSICAL CONDITIONS The post holder will be community based visiting service users homes. Leeds City Council operates a non-smoking policy, however the post holder will have to visit service users homes where other people may smoke.

SOCIAL CONDITIONS Hours are worked between 8.00 am – 8.00pm Monday to Friday. The hours of work are primarily determined by the needs of the service and therefore the post holder will be required to liaise with the Community Support Manager to ensure necessary cover throughout the working day.

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 A relevant NVQ3 is essential

SPECIAL CONDITIONS This post is subject to a higher level 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 on the circumstances and background to any offence.

Job Description Prepared / Reviewed by:

Margaret Pease

Date: 2 March 2005

Job Description Approved by:

Ray France

Equality Development Unit

Personnel Section

Date: 24 February 2005

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 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 provide personal care and support to service users when required.

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

Ability to work with all service user groups, including older people, people who have physical and sensory impairments, people who have mental health problems, people who have 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.

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 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 supervise a team.

Ability to work flexibly towards changing staff needs e.g. rota changes/staff welfare

KNOWLEDGE

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

Awareness of the needs, problems, potential of elderly and disabled people

Basic literacy & numerical

Relevant NVQ Level 3

Knowledge and understanding of the need for confidentiality and the implications and principles of the Data Protection Act 1998

EXPERIENCE

Ability to work with other colleagues and professionals in a team approach

Ability to supervise and direct staff

Ability to organise staff e.g. rotas, assessment, welfare, training, motivation etc.

BEHAVIOURAL AND OTHER JOB RELATED CHARACTERISTICS

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

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

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.

Practical caring skills to provide personal care for the service user - wash, dress, toileting, bathing, hairdressing, shaving and simple first aid.

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

Ability to use technology.

KNOWLEDGE

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

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

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 the client group

BEHAVIOURAL AND OTHER JOB RELATED CHARACTERISTICS

Knowledge of the problems of disadvantaged groups.