

Job Description



Job title: Belong at Home Community Support Worker

Accountable to: Area Manager

Main Responsibilities

- Provide support whilst encouraging independence to customers with everyday living skills and personal care as specified in their life plan
- Promote, support and retain a duty of care for the wellbeing of customers in their own homes
- To work in accordance with Belong standards and values

Supporting Responsibilities

- Support customers to maintain a high standard of personal care including intimate care, hygiene and physical wellbeing
- Administer medicines in accordance with Belong policies
- Ensure visits are for the time specified in the customers life plan
- Undertake and support customers with shopping, preparing / cooking meals, eating & drinking
- Take part and support customers with activities within the wider community as required
- Support customers to develop and maintain relationships and to be involved in their local community
- Support customers in the development and review of their life plans ensuring relevant changes are reported and recorded
- Undertake and regularly review assessments, inc. risk assessments of the customers' home
- Act as a 'Life Style Companion' for a specified group of customers
- Contribute and work collaboratively as a team member and establish good working relationships with colleagues, customers, professionals and visitors
- Support customers to make, prepare for and attend appointments where required
- Ensure customer's homes are respected; maintain an agreed level of cleanliness e.g. making beds, vacuuming, mopping etc
- Maintain customers individual aids and equipment e.g. glasses, wheelchairs, dentures
- Complete and maintain records and return to main office as required
- Carry out moving and handling with the use of aids and equipment where required
- Ensure relevant infection prevention and control procedures are followed at all times
- Take part in the on-call rota and provide cover within the team as determined by the Co-ordinator
- Undertake off-site on-call duties on a rota basis where required
- Undertake on-site sleep in duties on a rota basis responding to the needs of customers and emergencies where required
- Report any safeguarding concerns whether informed or witnessed to senior staff without delay

General

- Maintain the confidentiality of information
- Promote and ensure the good reputation of Belong
- Attend and constructively contribute to meetings relevant to your role
- Be responsible for your own personal development and undertake relevant learning & development
- Ensure that customers homes are a safe place to live and work, by promoting and raising awareness of safety at home and responding to emergencies as required
- Ensure that Belong is a safe place to live and work by following safe practices
- Adhere to all policies and procedures
- To act as a mentor for staff under development where required
- Carry out any other tasks reasonably assigned to you

This job description indicates the main responsibilities and duties of the post and isn't an exhaustive list.



PERSON SPECIFICATION – Community Support Worker		Essential	Desirable	Method
1	Demonstrates qualities to deliver belong vision	✓		A/I
2	Communicates clearly and concisely using a range of methods to a variety of people with different needs and abilities	✓		A/I
3	Works independently and as part of team to ensure the customers needs are met and team goals are achieved	✓		I
4	Prioritises tasks and completes to the required standard and in a timely manner giving consideration to risks	✓		A/I
5	Able to weigh up risk versus the benefits to a customers well-being in being able to continue to pursue activities		✓	I
6	Ability to undertake moving & handling of people and loads, which may involve using specialist equipment	✓		A/I
7	Ability to undertake domestic tasks including food preparation, cooking and cleaning	✓		A/I
8	Excellent customer care focus with a desire to serve others	✓		A/I
9	Experience of caring for older people with dementia, disability or a long term illness		✓	A
10	Experience of administering medications		✓	A
11	Aware of how ageing and disability may impact on individuals and those significant to them	✓		A/I
12	Understands the importance of promoting communication when hearing, sight and/or mental faculties are impaired.	✓		A/I
13	Reliable and able to fulfil contracted hours and work patterns e.g. days, evenings, weekends, nights etc.	✓		A
14	Diploma/NVQ 3 in Health and Social Care (Essential or working/prepared to work towards)	✓		C
15	Holds a current driving license and access to a vehicle	✓		A
Key: Assessment Method –				
	A= Application	C = Certificate	I = Interview	T = Test