



Job Description

Job Title: Community Support Worker

Grade: Skill Zone 3 / Pay Band 7

Division: Manx Care, Older Person's Services, Community Services

Responsible to: Community Support Team Leader

Overview

We, in the Manx Care, are committed to developing bespoke support packages which meet the needs of individual service users. We understand the importance of communication, respect and innovation, in providing care and support to service users, to enable them to achieve the maximum possible level of independence, ensuring a good quality of life.

The role of the Support Worker contributes to this commitment by supporting service users with a variety of complex needs, enabling them to live independently for longer.

You will work within Manx Care's Older Persons Service, delivering excellent quality care and support for Isle of Man residents.

The Older Persons Services cover the whole Isle of Man, therefore the post holder may be required to work anywhere across the Island depending on the needs of the service at any one time.

The Community Support Service is a community based service providing Domiciliary Care for residents of the Isle of Man. The Service operates 7 days a week 365 days a year, the times of operation are between 08:00 and 22:00. On Sundays and on Bank Holidays there is a reduced service with a greater focus on service users who do not have a network of family / carers available.

The Community Support Service focuses on positive outcomes for Service Users. Staff members communicate with Service Users on an ongoing basis to ensure the package of support is meeting their needs, and continuing to contribute to the maintenance of their independence.

The service to an individual is regularly formally reviewed by a Team Leader or Manager, to ensure the support plan is still meeting the needs of the Service User.

The Community Support Service operates flexibly and adapts to provide an appropriate level of protection for vulnerable adults, whilst enabling them to care for themselves.

- ♥ To be posted to one of the seven teams of Community Support Workers, depending on the needs of the service.
- ♥ To lone work in the community within Service User's private residence, and as a member of a team assisting with delivery of a high quality of person centred care. To comply fully with the Lone Worker Policy.
- ♥ To ensure adequate security measures are taken when leaving the Service User's property. ♥
To log in and out of service user's homes using the CM Mobile application installed on the work mobile phones.
- ♥ Immediately report to the line manager 'no entries' to a service user's home and Service Users who are 'missing.'
- ♥ Support with or carry out activities of daily living for services users/residents, where appropriate including, completion of medication administration, plan of care, all specialist assessments, escorting, activities, basic dressings/first aid, falls bundle assessments, catheter/stoma care, blood sugars, pressure care etc.
- ♥ Work alongside other professionals, promoting independent living skills to enhance Service User's communication and quality of life, ensuring that they can achieve the maximum level of independence for them as an individual.
- ♥ Required to attend and contribute to discharge meetings and service user reviews when requested supporting support plans and needs of the individual service users.

CARE

In Manx Care we pride ourselves on being Committed & passionate, Accountable & reflective, Respectful & inclusive, and Excellent & innovative. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

Customer Care

You will need to be committed and responsible for ensuring the delivery of services and the safety of people being supported; giving consideration to the assessed risks, rights and choices of the individual (this being done under the advice and guidance of the line Manager). You will be assigned as keyworker to service users and facilitate, where necessary, service user Person Centred Planning (PCP) meetings.

Service Delivery

You will be responsible for working as a member of the Older Persons Team, in all aspects of delivering support to service users. If required to do so, work in any area within the department's Older Persons Service.

You will need to have a commitment to attaining a minimum of QCF Level 3 and all necessary mandatory training required of the post to ensure the necessary skills and knowledge to support service users is required.

Administration

You will be responsible for basic record keeping, updating any electronic records, carrying out basic assessments of individuals and dealing with service user finances.

Quality Assurance

To ensure we deliver a quality service, you will need to be caring and committed to ensure high standards of support are delivered at all times; effectively communicating with colleagues, families, carers and other organisations.

Duties and Responsibilities

You will:

- ♥ Demonstrate customer focus every day by treating service users as top priority.
- ♥ Contribute, implement and participate in, where appropriate, person centred programmes of support in accordance with the assessed needs identified in the Individual Support Plans.
- ♥ Enable Service Users to maintain their independence and individuality by doing with rather than doing for as far as practically possible, and provide general support as part of a support team.
- ♥ Report to the relevant line Manager, any significant changes in the health and social circumstances of the Service User.
- ♥ Ensure the wellbeing and personal care needs of the individuals, as identified in support plans, are met in an appropriate, respectful and discreet manner; whilst promoting the principles of enabling service users to attain a valued social role and presence in their own community and encourage Service Users towards a degree of independence and activity appropriate to their abilities. Such tasks could include, but are not limited to, personal hygiene, cleaning continence aids, helping with continence, food preparation, etc.
- ♥ Provide support to Service Users with varying complexity of needs, whilst encouraging them towards a degree of independence and activity appropriate to their abilities.
- ♥ Provide assistance with other tasks of daily living, which may include essential household hygiene, running the home and managing finances.
- ♥ Communicate professionally ensuring appropriate service user records, both paper and electronic, are recorded in compliance with departmental policy and relevant legislation.
- ♥ Work alongside other professionals, promoting independent living skills to enhance Service User's communication and quality of life, ensuring that they can achieve the maximum level of independence.
- ♥ Promote and work in partnership with the service users and their families, to ensure families are kept informed of any changes.
- ♥ Work alongside the relevant line Manager to develop and maintain a needs-led Service that is monitored and evaluated.
- ♥ Support service users in making informed choices, appreciating the context and consequences of their decisions; whilst promoting a positive attitude towards service users, protecting them from exploitation and abuse.
- ♥ Ensure medication is stored and administered in accordance with Manx Care's Medication Policy. Assist in other aspects of medication management as required for individual Service Users, such as, but not limited to, arranging and delivery of repeat prescriptions.
- ♥ Support and participate with service users in meal planning and preparation and dietary requirements.
- ♥ Be able to respond appropriately in an emergency situation.
- ♥ Carry out basic generic risk assessment and be aware of the value of positive risk taking.
- ♥ Attend and contribute to review meetings as part of a service users' support plan.

- ♥ Attend and contribute to discharge meetings and service users' reviews as requested by other professionals.

Administration You will:

- ♥ Ensure that appropriate records are maintained and stored in accordance with the requirements of the Data Protection Act.
- ♥ Work, with flexibility, with the line Manager following 'in advance' staffing rotas based around the needs of the people within Services.
- ♥ Be responsible for submitting accurate timesheets, expenses and necessary paperwork each week or month.

Personal Responsibility You will:

- ♥ Participate in the induction and training as appropriate and monitor own training needs alongside the line Manager.
- ♥ Attend and engage in formal supervision sessions and annual appraisals with the appropriate line Manager in line with the current Supervision Policy.
- ♥ Accept allocation of tasks and responsibilities as delegated by the designated Manager or Team Leader.
- ♥ Attend and participate in compulsory regular team meetings, which will be arranged by the designated Manager or Team Leader no less than 9 times in a 12-month period. To use the team meetings effectively to review and plan workload and residents' needs-led activities, whilst using integrity to ensure an open and honest environment.
- ♥ You will follow any reasonable instruction given by the designated Service Lead, Manager or Team Leader.
- ♥ Take a positive approach to team working and be responsible for managing conflict effectively.
- ♥ Demonstrate good ethics, by speaking up if standards are not being met, or health and safety is being compromised, and reporting adult protection alerts in a timely manner.
- ♥ Dress and conduct should be of a standard which promotes service user and public confidence in the ability of the individual and the service as a whole.

Personal Development

You will:

- ♥ Need to be committed and take responsibility for own Personal Development Plan which should reflect the core values and objectives of the Service. Attend Personal Development review meetings every other month, with the line Manager or Team Leader with the understanding that any underperformance will be reported as required via the line management structure.
- ♥ Undertake any in-Service or appropriate training deemed necessary in order to become up to date with all mandatory training to ensure the skills and knowledge required is attained.
- ♥ Be open, learn from others and apply that learning.
- ♥ Be self-aware and understand what motivates oneself and share this with the line manager, be aware that actions and behaviour can impact on others.

Working Environment

You will:

- ♥ Be required to work on a rota basis and undertake weekend, evening and Bank Holiday work.

- ♥ Be required to be posted to other service areas within the department depending on the needs of the service.
- ♥ Have a flexible approach to working hours and location: being required to provide out of 'normal hours' support.
- ♥ Be required to work in emotionally distressing environments, to care for the terminally ill, dealing with service users with progressive diseases and behaviour which challenges the service.
- ♥ Have exposure to hazards and unpleasant conditions, such as bodily fluids, foul linen and domestic chemicals.
- ♥ Look for ways to support the team and take on new responsibilities.
- ♥ Be resilient by managing normal interruptions, changes and additions to workload.

Policy You will:

- ♥ Ensure you are aware of and work within the constraints of relevant legislation, including, but not limited to; Social Services Act (2012); Regulation of Care Act (2013) (including National Minimum Standards) and Health and Safety Act (1974).
- ♥ Ensure the Health and Safety risk assessments of the Service area are adhered to and to have involvement in regular Health and Safety audits.
- ♥ Comply fully with Manx Care's Policies and Procedures.

Note: This job description forms part of the contract of employment of the person appointed to this post. Whilst it provides a summary of functions and responsibilities of the post, this may need to be adapted or adjusted to meet changing circumstances. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, Manx Care may affect any necessary change in job content, or may require the post holder to undertake other duties, at any location in Manx Care's service, provided that such changes are appropriate to the employee's remuneration and status.

Competencies

All Manx Care colleagues are expected to recognise that the everyday business of the Organisation requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the role holder represents the organisation in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Care Group and the work that it seeks to achieve.

The job holder reports to the Community Support Team Leader.

The Community Support Team Leader, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance & Development Review Scheme.

The Reporting Officer, the will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- ♥ Personal Delivery Plan and a Personal Development Plan is agreed with the job holder,
- ♥ Review and assessment of the job holder's performance and competency/behaviours is made, and
- ♥ Performance and Development Review meetings are conducted.

Performance management and improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements

Health & Safety

The role holder is responsible for their own health and safety and the impact of their actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.

Management Authorities

The delegation of Management Authority for the roles within Manx Care has been granted by the Chief Officer as follows:

All 'Reporting Officers/ Line Managers/Supervisors

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Penalties up to and including First Written Warning
	Appeals up to First Written Warning
Capability Procedure	Up to Stage 2/ formal warning stage
Grievance Procedure	Up to Stage 1

All Countersigning Officers' Middle Managers

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Up to Final Written Warning
	Appeals up to Final Written Warning



Capability Procedure	Up to Stage 2/ Formal Warning Stage
Grievance Procedure	Up to Stage 2

All Senior Managers (Senior Executive Officer or equivalent)

Civil Service	Authority of the Post Holder
Disciplinary Procedure	To hear cases involving alleged gross misconduct
	Dismissal
	Suspension
	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 3 – Dismissal
Grievance Procedure	UP to Stage 3

**Manx Care
Person Specification**

Job Title:	Community Support Worker
Board:	Manx Care
Care Group:	Older Person's Services, Community Support Service
Grade:	Skill Zone 3 / Pay Band 7

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility		
Show commitment to complete the Care Certificate if other qualifications in this section have not been obtained.	E	CV/Interview
NVQ Level 3 in Care/RQF (or QCF) Level 3 Diploma in Health and Social Care.	D	CV/Interview
Show commitment to undertake RQF Level 3 if not already attained.	E	CV/Interview
Basic First Aid.	D	CV/Interview
Safer people Moving and Handling.	D	CV/Interview
Dementia Awareness Training.	D	CV/Interview
Capability		
Good communication skills - English language, both written and oral.	E	CV/Interview
Good IT skills - Word, Outlook, Android.	E	CV/Interview
Ability to work on own initiative and deal with emergencies.	E	CV/Interview
Ability to work as part of a team.	E	CV/Interview
Experience in supporting vulnerable people within a community setting.	D	CV/Interview
Experience of supporting older people with complex needs e.g. dementia, mobility, stroke.	D	CV/Interview

Have a positive approach to change.	D	CV/Interview
Character		
Be reliable and trustworthy.	E	CV/Interview
Have a positive demeanour.	E	CV/Interview
Demonstrate a professional commitment to attending training.	E	CV/Interview
Demonstrate an awareness of dignity, choice and respect at all times.	D	CV/Interview
CARE		
Be highly motivated.	E	CV/Interview
Be person-centred.	E	CV/Interview
Have an appreciation of the individual needs of others.	E	CV/Interview
Demonstrate a responsible and professional attitude and approach to work and colleagues.	E	CV/Interview
Have the ability to communicate effectively with families and other professionals.	D	CV/Interview
Circumstances and Interests		
Isle of Man Worker.	D	Application
Full, valid driving licence with access to your own vehicle.	E	Pre-employment checks
Ability to work varied hours.	E	Interview
Physically able to carry out the requirements of the role.	E	Pre-employment checks
Satisfactory police check.	E	Pre-employment checks