



Role Profile

Role title	Support Worker
Corporate directorate	Adult Social Care
Service	Adult Care and Support
Team	Community and Support Services
Grade	Grade E
Reports to (role title)	Senior Support Worker
Version	2
JE Code	4129

Approving manager	Debbie Isted
Date	January 2022

If you would like this information in another format please contact:

Cornwall Council
County Hall
Treyew Road
Truro TR1 3AY

Telephone: **0300 1234 100**
Email: **enquiries@cornwall.gov.uk**
www.cornwall.gov.uk

Role purpose

To work within the needs assessment and contribute to the care plan and person centred plan to enable and empower individuals to make informed choices and achieve personal goals.

To work independently or as part of a staff team to support individuals in a way which respects their dignity, promotes independence and self-confidence, by providing practical support and encouraging social inclusion.

Dimensions

Annual financial accountability
None
Management accountability
Nature of management <ul style="list-style-type: none"> • none
Number of staff managed <ul style="list-style-type: none"> • none

Accountabilities

- To work flexibly within rotas/shifts and across all 4 locations as required by the service Management
- To offer safe and appropriate levels of personal care support to each individual in a person centred way, maximising the individual's independence and wellbeing at all times and encourage individuals to participate in their daily activities as stated in their personal care plans, and to treat individuals with care, respect and dignity at all times
- To assist in the care of individuals personal belongings, equipment and other resources including money
- To undertake Moving and Positioning for individuals using appropriate assessed equipment
- To be responsible for secure storage and administering of medication in line with the service medication policy as directed by the Co-ordinator or Manager
- Contribute to support plan reviews with individuals and key workers
- Undertake housekeeping and domestic duties including laundry, ironing, cleaning and cooking and ensuring a clean and pleasant environment is kept
- To actively report defects of the building in a timely manner and identify any Health and Safety issues
- Carry out food preparation, cooking and serving of healthy, nourishing meals, taking into account specialist diets and to support with feeding as required
- Attend and actively and constructively contribute to, staff meetings, supervision and

Appraisals

- To understand the requirements of CQC and the internal self-assessment process and work to delivering those standards
- To communicate effectively including, updating records, writing routine reports and records both manually and electronically, taking part in discussions, attending reviews and regular attendance at staff meetings. Requirement to regularly access information via the council intranet and emails and liaise with other team members, professionals and carers
- To be responsible for your own continuing self-development and undertake relevant learning or training as required
- To undertake from time to time, other duties not specifically mentioned in this role profile that are deemed reasonable for the level of accountability.
- To work at all times in compliance with all Cornwall Council Policies and Procedures, Health & Safety guidance and the Protection of Vulnerable Adults and Safeguarding Policy

Corporate accountabilities

Information security and governance

Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance

Safeguarding

Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures

Equality & Diversity

Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered

Customer Experience

Drive to continually improve customer satisfaction and maintain a clear and consistent focus on delivering outstanding customer experience

Health, Safety and Wellbeing

Contribute to the management of health and safety risks and the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and comply with council policy and procedures

<p>Key objectives</p> <p>To ensure that provision of services ensures the safe care and support of adults that use the services and that any concerns are raised in accordance with local safeguarding practices</p> <p>Drive to continually improve the customer satisfaction</p> <p>Other objectives set by the CaSS Team plans</p>
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Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behaviours	Recruitment and selection
<p>Working together</p> <p>You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <ul style="list-style-type: none"> • You deliver exceptional customer service – you understand and are attentive to the needs of your customers • You listen to the views of others and seek them out • You support and show consideration for others • You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others • You are committed to the protection and safeguarding of children, young people and vulnerable adults • You share information and expertise with others • You are honest, you respect and you build relationships of trust • You share your achievements and acknowledge the achievements of others 	
<p>Resourceful</p> <p>You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p>	

<ul style="list-style-type: none"> • You plan and organise your work and manage your time effectively • You gather relevant information, analyse it and make timely informed decisions in the course of your work • You are flexible and adaptable • You respond constructively to change • You demonstrate financial awareness relevant to the job you do • You use your initiative and are creative in problem solving • You deliver results and demonstrate commitment to serving customers 	
<p>Personal responsibility</p> <p>You take responsibility for your work, your environment and your development.</p> <ul style="list-style-type: none"> • You are trustworthy and reliable • You pay attention to your own health, safety and wellbeing and that of others • You acknowledge errors, report them as appropriate and play your part in addressing them • You appropriately challenge unhelpful behaviour • You seek feedback and review your own contribution • You are open to change and improvement • You take responsibility for your development • You are enthusiastic about and take pride in your work • You act as an ambassador for the Council to our customers 	
Knowledge, skills & experience	Recruitment and selection
To be aware of and demonstrate adherence to Policies & Procedures eg Code of Conduct, national legislation, Health & Safety and Safeguarding	Interview
Demonstrate the ability to work on own initiative as well as member of a team and to participate in and contribute to team meetings Evidence of an approachable manner and an aptitude for supporting people	Application Form Interview
Good communication skills – calm and measured response and able to manage in a crisis	Interview
Proven ability to write routine reports, records and reviews as needed	Interview/Assessment
Evidence of the ability to maintain confidentiality of all information acquired whilst undertaking duties	Interview

A proven ability to undertake manual and person handling activities which is a core requirement of this role	Application Form
Evidence of previous experience in supporting and encouraging customers in their daily activities as stated in their Personal Care Plans and to treat people with care, respect and dignity at all times	Application Form
Demonstrates ability to support individuals with their personal care and mobility needs	Application Form
To work flexibly on a rota over 24/7, 365 days a year, according to the demands of the service. This will include working a flexible shift pattern consisting of early, late- or waking-night shifts and to work on any days of the week as required across all 3 services in Cornwall as directed	Application form Interview

Other requirements	Recruitment and selection
Level 2 or above in Care related qualification e.g. NVQ or Diploma in Health and Social Care or Promoting Independence.	Application Form
Computer skills to use Microsoft Office, MS Teams, emails, internet and corporate data systems	Application Form
The normal duties of the role may involve travel on a regular basis to an alternative service It is a condition of employment that you can exercise satisfactory travel mobility in order to fulfil the obligations of the role. You will be required to provide a suitable form of transport for those journeys where an alternative form of transport is unavailable or impracticable and suitable reimbursement will be given for this travel	Application Form Interview
Requirement to have knowledge of or be prepared to complete training or learning for the following: <ul style="list-style-type: none"> • Emergency First Aid in the workplace • Moving & Positioning • Health & Safety • COSHH • Equality & Diversity • Safeguarding • Mental Capacity Act/DOLs • Food hygiene • Safer Handling of Medication • Infection Control • Positive Behaviour Support (PBS) • The Care Certificate 	Interview

• Service user specific training as required	
This position is subject to a criminal records disclosure check	YES
This is a politically restricted position	NO

