



## Role profile

<b>Role title</b>	Support Worker (Day Services)
<b>Corporate directorate</b>	Adult Social Care
<b>Service</b>	Adult Care & Support
<b>Grade</b>	E
<b>Reports to (role title)</b>	Senior Support Worker
<b>Version</b>	1
<b>JE code</b>	4129

<b>Approving manager</b>	Gillian Gilbert
<b>Date</b>	February 2020

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

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## Role purpose

As a Support Worker within the Community & Support Service, you will be part of a team committed to supporting individuals in a way which respects their dignity, promotes independence and empowers them to have control over their lives.

By working towards the outcomes identified through individual support plans, you will provide practical support and guidance to enable people to achieve their goals, receive the best care and support possible and to improve the quality of their lives.

## Dimensions

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

## Accountabilities

*Cornwall Council is a dynamic organisation and the particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed via the PDS appraisal process*

- ❖ To encourage individuals in their daily activities and provide appropriate levels of support
- ❖ Provide support in accordance with that outlined in the individual support plans
- ❖ Encourage the achievement of personal goals and outcomes as outlined in personal support plans
- ❖ Be committed to the Safeguarding of all individuals against the risk of abuse or neglect, in compliance with Cornwall Council's Adult Safeguarding Policy
- ❖ To work in a way which is caring, empathetic and respectful at all times
- ❖ To be responsible for secure storage and administering of medication in line with the medication policy
- ❖ To support individuals in the management of their personal belongings including their money
- ❖ To be prepared to support individuals to access a range of transport options
- ❖ To assist individuals in accessing opportunities or experiences off site, in the community
- ❖ To work with other professionals to identify and implement strategies for individuals with higher and more complex needs

- ❖ To assist with personal care for individuals when appropriate, respecting personal dignity at all times
- ❖ To support and enable individuals to access advocacy services and when requested support individuals in making their choices.
- ❖ To communicate effectively including taking part in staff meetings, team discussions as required and attending reviews or meetings deemed relevant to the role
- ❖ Carry out basic IT functions such as accessing information via the council intranet and maintaining electronic records, writing simple reports and carrying out basic online functions
- ❖ Reading and writing routine records pertaining to the support of an individual
- ❖ Liaise with other team members, professionals and carers
- ❖ To be responsible for your own continuing self-development and undertake relevant training as required to meet the needs of individuals using our service
- ❖ To undertake Keyworker responsibilities for individuals including involvement in the monitoring and reviewing support plans
- ❖ To work flexibly in location across the Community & Support Services
- ❖ To work at all times in compliance with all Cornwall Council Policies and Procedures
- ❖ To undertake from time to time, other duties not specifically mentioned in this role profile that are deemed reasonable for the level of accountability

## 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

### **Key Objectives**

- To be set by line manager

## 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><b>Working together</b></p> <p>You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <ul style="list-style-type: none"> <li>• You deliver exceptional customer service – you understand and are attentive to the needs of your customers</li> <li>• You listen to the views of others and seek them out</li> <li>• You support and show consideration for others</li> <li>• You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others</li> <li>• You are committed to the protection and safeguarding of children, young people and vulnerable adults</li> <li>• You share information and expertise with others</li> <li>• You are honest, you respect, and you build relationships of trust</li> <li>• You share your achievements and acknowledge the achievements of others</li> </ul>	<p><b>Interview</b></p>
<p><b>Resourceful</b></p> <p>You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p> <ul style="list-style-type: none"> <li>• You plan and organise your work and manage your time effectively</li> <li>• You gather relevant information, analyse it and make timely informed decisions in the course of your work</li> <li>• You are flexible and adaptable</li> <li>• You respond constructively to change</li> <li>• You demonstrate financial awareness relevant to the job you do</li> <li>• You use your initiative and are creative in problem solving</li> <li>• You deliver results and demonstrate commitment to serving customers</li> </ul>	<p><b>Interview</b></p>

<p><b>Personal responsibility</b></p> <p>You take responsibility for your work, your environment and your development.</p> <ul style="list-style-type: none"> <li>• You are trustworthy and reliable</li> <li>• You pay attention to your own health, safety and wellbeing and that of others</li> <li>• You acknowledge errors, report them as appropriate and play your part in addressing them</li> <li>• You appropriately challenge unhelpful behaviour</li> <li>• You seek feedback and review your own contribution</li> <li>• You are open to change and improvement</li> <li>• You take responsibility for your development</li> <li>• You are enthusiastic about and take pride in your work</li> <li>• You act as an ambassador for the Council to our customers</li> </ul>	<p><b>Interview</b></p>
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<b>Knowledge, skills &amp; experience</b>	<b>Recruitment and selection</b>
To be aware of and demonstrate adherence to Policies & Procedures	
e.g. Code of Conduct, national legislation, Health & Safety, Data Protection, Protection of Vulnerable Adults and Safeguarding	<b>Interview</b>
Demonstrates the ability to work as a member of a team supporting service users in the community and to participate in and contribute to team meetings.	<b>Interview</b>
Evidence of the successful use of communication skills and ability to be diplomatic and work on a one to one basis in the community.	<b>Interview / Assessment</b>
Evidence of an approachable manner and an aptitude for supporting people in the community.	<b>Application</b>
Demonstrates the ability to input information using a computer.	<b>Interview / Assessment</b>
Proven ability to read and write routine reports, records and reviews as needed.	<b>Interview</b>

<b>Other requirements</b>	<b>Recruitment and selection</b>
Level 2 or above (or equivalent) e.g. NVQ or Diploma in Health and Social Care or Promoting Independence.	<b>Application</b>
Basic IT skills including knowledge of Microsoft Office	<b>Interview</b>

<p>The normal duties of the role may involve travel on a regular or occasional basis. 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</p>	<p><b>Interview</b></p>
<p>Requirement to have knowledge of or be prepared to complete training for the following:</p> <ul style="list-style-type: none"> <li>• First Aid</li> <li>• Manual Handling</li> <li>• Health &amp; Safety</li> <li>• Equality &amp; Diversity</li> <li>• Safeguarding</li> <li>• Passenger Assistant Training</li> <li>• Driver improvement and mini bus training</li> <li>• Mental Capacity Act</li> <li>• Food Safety</li> <li>• Safer Handling of Medication</li> <li>• Infection Control</li> <li>• Peg Feeding</li> <li>• Positive Behaviour Management</li> <li>• O<sub>2</sub> administration</li> <li>• Common Induction Standards</li> </ul>	<p><b>Application / Interview</b></p>
<p>This position is subject to a criminal records disclosure check (DBS)</p>	<p><b>YES</b></p>
<p>This is a politically restricted position</p>	<p><b>NO</b></p>