

ROLE PROFILE

Job family	Care	Role profile number	CA05-1578	Grade E
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Job purpose: To provide frontline support and assistance to children and / or vulnerable adults within an assessed environment with access to supervision and support.

Grade E posts focus on the provision of a range of standard tasks within clearly defined guidelines and procedures. Grade E posts require problem solving but still within a range of established solutions. Posts at this level require the application of readily understood procedures, with knowledge and experience gained either through formal qualifications or training in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	GCSE A - C or equivalent experience/skills. Licence / certificate / qualification required for the role.
Knowledge and Skills	Experience which demonstrates ability to undertake the role. An understanding of relevant procedures and working practices. Awareness and understanding of the client group. Training and knowledge in a range of procedures and medical equipment to support clients. Basic knowledge of Wiltshire Council professional groups and external agencies, relevant to the role. Sensitivity and empathy to build trusting and supportive relationships with clients and families. Care skills and basic knowledge of mobility, nutrition and financial issues in order to provide practical, emotional support to clients and families. Ability to follow routines, carry out set care plans, record and monitor changes in client condition Basic literacy and numeracy. Ability to communicate one to one and in small groups with relevant client group.
Creativity and Innovation	Work on own to manage own activities. Creativity may be required when dealing with minor problem solving, working within specific guidelines and procedures. Identify areas where improvements could be made within own role. Discretion in difficult situations, following general framework and guidelines.
Contacts and Relationships	Provide readily available information, giving practical assistance, answering simple queries. Signposting less straightforward requests/ queries. Regular one to one contacts with clients as part of performance of the role. Contacts will include: Contact with colleagues, customers and members of the public, may be first point of contact difficult customers / visitors. Feed into assessments of clients via social workers and other professionals from other partnership organisations including doctors and nurses. Liaise with and/or advise senior members of staff regarding service issues, problems and processes.
Decisions – Discretion & Consequences	Work is carried out following current up to date procedures and clearly defined rules. Decisions are made based on a range of established practices with agreement from senior colleagues. Practical assistance is provided to clients in accordance with agreed Care Plan. Relevant client reports are kept up to date with current information and completed in time and to the required standard. Intimate personal care and/or social care is provided to vulnerable clients in line with Care Plan and standard procedures. May involve administering medication in accordance to client predefined requirements.
Resources	May require accurate handling and security of tools, equipment and cash. May be a key holder. May require accurate handling and security of cash or other financial resources.
Work Demands	Work where tasks are interchanged but the programme of tasks is not usually interrupted.

Work Environment	<p>Work requires some physical effort.</p> <p>Work may include exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions.</p> <p>Work potentially involving moderate risks due to nature of activities being provided and / or environment or public / customers.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	<p>All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.</p>
Equalities	<p>Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy.</p>
Authority to work in the UK	<p>All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.</p>

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Support Worker	
Role profile family:	Care	
Role profile number and grade:	CA05-1578	Grade E
Number of posts:	90	
Service/Team:	Adult Care Operations, Provider Services	
Reports to:	Team Leader / Registered Manager	

Job Family overview

Care job family overview:

Support and assist the well-being of individuals and groups to assure their protection, security and development

- Safeguarding, protection and care
- Community, residential, day or field settings
- Ongoing risk/needs assessment of and advice for individuals/groups
- Specification of any non-council provision
- Individual or small group emphasis
- May involve personal care activities
- Likely to involve immediate response to client

Service / Function Context

To provide excellent quality Care Quality Commission (CQC) registered respite services to customers. Such services need to be delivered in a business-like manner, promoting independence, responding to crisis and delivering good outcomes for people using the Think Local Act Personal principles of a good life.

The services in the Provider Services function include:

- 3 respite services
- Shared lives services
- Day services
- Intensive Support Service
- Enablement & Outreach Service
- The post holder will ensure that services are delivered to the highest standards, providing

robust quality assurance, compliant with all legal and statutory requirements and within an effective and efficient performance management and budgetary framework

The Day Service mainly operates from smaller community bases in shared community buildings across towns in Wiltshire. These include Riverbank (Chippenham), The Yarn (Devizes), The Meadows (Salisbury), The Medley (Trowbridge), and The Wave (Warminster).

Day Services support people with a learning disability who may in addition have complex physical / health needs, challenging behaviour or autism (customers).

We work with customers to look at how they would like to spend their time taking part in meaningful community focused activities or activities that are completed in one of the adult care service bases.

We work with families, paid and unpaid carers to ensure that they are also involved and listened to, we will support the customer in the most appropriate way to enable them to maximise their independence.

Respite services provide overnight care for customers, providing a break for their family or unpaid carer/s. These are also based throughout the county: Bradbury Manor Devizes (10 bed unit), Bradbury House Salisbury (10 bed unit) and Meadow Lodge Chippenham (4 bed unit).

Intensive Support provides time limited enabling support for people with mental health needs, learning disabilities and/or autism who are at risk of hospital admissions or for those who have been discharged. The service will work as part of the Multi-Disciplinary Team with existing crisis support, psychology, psychiatry and Learning Disabilities nursing providing wraparound support.

The Enablement & Outreach services will offer support for those with a learning disability, customers with a diagnosis of mental health and ASD to develop skills and independence. The team will promote independence in daily living and enable individuals to access a range of opportunities in their own and wider community.

Job Purpose

Specific duties and responsibilities include:

- Work in a person-centred way with customers and promote their wellbeing, choices, dignity and independence. This will be achieved through the key-worker system.
- Planning activities for and with customers, taking into account differing needs, wishes and preferences.
- Creation of menus taking into account medical conditions, wishes, preferences, diets, etc
- Support customers either living in their own home, or whilst visiting the settings.
- Where appropriate, support customers to understand and maintain their tenancies, or licence agreements.
- Support customers moving into or out of the property; to be involved in the planning, preparation and execution of the move, or stay at short break services.
- Encourage and support customers in their personal, social (including religious), and leisure and work activities.

- Support customers maintain and develop relationships.
- When required undertake sleeping-in duties or waking night duties on the premises.
- Act as a link person between the customer and work, college or leisure establishments and advising those establishments as necessary on the requirements or needs of the customer.
- Provide emotional and practical support for customers with everyday issues or when customers are faced with more difficult decisions or experiences.
- Assist/support customers with all aspects of their financial and home management so that financial commitments (paying bills, shopping, benefit claims, etc) are met.
- Assist customers with household tasks.
- Where required, assist customers in administering their own medicine, or administer medication to customers if this is required.
- Seek advice and guidance from Senior support workers and the Team Leader.
- Only in exceptional circumstances will the postholder will be responsible for running shifts and should normally have access to more senior staff members whilst on shift.
- Focus on the individual, their strengths, choices, assets and goals through person centred planning

Communication with colleagues and others:

- Advise the Senior support worker or the Team Leader of any significant risk to a customer as soon as reasonably practical.
- Maintain regular informal and formal communication links with other colleagues to ensure a smooth hand-over at the start and end of a shift.
- Where customers are living with a high degree of independence, the post holder should maintain regular telephone contact with them, as per guidelines and/or risk assessments in place.
- Engage in regular supervision sessions with either the Senior support worker or Team Leader.
- In the event of a serious incident or accident, contact appropriate outside agencies, such as GP, hospital, fire brigade or police, as well as your immediate line manager (or out of hours On-Call Manager).

Administration:

- Accurately complete all records required in accordance with Wiltshire Council policies and procedures.
- Undertake learning opportunities relevant to the service the post holder works within;
- The post holder may be required to travel between the settings and other locations;
- Maintain the confidentiality of all information concerning customers;
- Undertake any such other duties as are required and are appropriate to the job;
- This post will involve unsocial and weekend working, as well as sleep-in duties
- Have a flexible approach and work within a varied rota including on call, evenings, weekends and sleeping-in, and waking nights duties, as responsibilities and customers' needs may change.

Specific requirements:

- Flexibility is required in order to provide a responsive service to emergency situations, ensuring the safety and well-being of those at the home, which may involve working outside core hours.
- The postholder will need to be flexible in terms of work locations, dividing time between respite and day settings as required.
- Have a flexible approach and work within a varied rota including on call, evenings, weekends, sleeping-in and waking night duties. The postholder will need to be able to remain awake and alert whilst undertaking waking nights duties.
- The postholder will need to be physically fit to perform all aspects of the role.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

Qualifications or equivalent level of skill or knowledge

- General Education to GCSE A*-C or equivalent skills and experience
- Current knowledge of relevant legislation and guidance in relation to working with, and the safeguarding of, vulnerable adults
- Willingness to undertake L2 Diploma in Health & Social Care (Adults)
- Proven ability to use a variety of communication methods effectively
- Physically fit and able to perform all requirements of the job role
- Previous experience of building good working relationships and teamworking
- Proven ability of being able to remain calm and make decisions in difficult situations
- Fluent in English

Desirable

- L2 Diploma in Health & Social Care (Adults) or equivalent
- Knowledge of First Aid and experience of applying it
- Awareness of health and safety requirements and able to perform moving & handling safely
- Knowledge of the principles of Food Hygiene
- Knowledge of the Person-centred approach
- Good IT skills
- Experience of supporting people on a one to one basis
- Driver

Career graded posts (where applicable)

Please list the posts that form part of this career grade structure:

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Supporting information

Driving classification

Occasional driver

A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.

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Regular Driver

Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.

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Required Driver

Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.

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Employees should refer to the Corporate Driving at Work policy for further information.

Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
Points on driving licence	6	9

Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3

Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.

If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input checked="" type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>