

JOB DESCRIPTION

JOB TITLE: Community Care and Support Worker (Including Night Support Worker)

Supervisors Title: Team Leader

Date: 01/04/2016

MAIN PURPOSE

To provide tailored care and support for our customers to enable them to live well at home.

ENVIRONMENT

Brunelcare is a registered charity and Housing Association employing more than 1,200 staff. Brunelcare has three divisions. The Care homes division has 4 care homes with 238 beds and Housing services have 33 sheltered sites. The majority of residents live with a dementia, which is our specialism.

The Community Services division support more than 3000 customers in the community as well as 4 day centres. The division also includes the Extra Care Housing sites. Our purpose is to help people make the most of their lives (both staff and customers).

Within Community our bases are in Clevedon in North Somerset, Bridgwater in Somerset and South Gloucestershire. We have various Extra Care Housing sites across Bristol and South Gloucestershire.

Brunelcare has had considerable success in 2011 when it introduced lean systems thinking into one part of the business and this is now being rolled into other areas. In doing this, it is challenging everything that we do to ensure that everything adds value. Our fundamental purpose is "helping people to make them most of their lives". In order to achieve this we have adopted the following principles:

- We are each responsible for delivering great service, 1st time, to meet each customers unique needs
- We are one team working to the same purpose
- Everyone is encouraged to challenge and make suggestions
- We will actively listen to and go and experience issues raised, then problem solve together
- We will ask "if it isn't improving service to our customers, then why are we doing it?"
- Decision making is made as near to the customer as possible

From a Community Services perspective, this is challenging several of our practices and we have recently begun to look at the way that we work. In order to achieve systems thinking within Community Services we have further adopted the following principles:

- Continuity of carers for our customers
- Times to suit our customers
- Time to do the work
- Everybody gets a good job to do
- Everybody is supported to be able to work with all customers

We are constantly trying to improve the way we support our staff and customers and have undertaken many initiatives in the past year, including:

- Having sufficient staff by pro-actively planning recruitment needs in advance
- Ensuring that we have staff capacity to meet customer demand at their preferred times
- Implementing a keyworking system, ensuring our customers are allocated a specific keyworker
- Employing relief staff to ensure continuity to our customers
- Implementing user friendly support plans

KEY ACCOUNTABILITIES

- To achieve purpose, providing tailored care and support for our customers to enable them to live well at home.
- Management of self and understanding responsibility of own job role.
- To adhere to Brunelcare Policies and Procedures and to feedback when it is felt they are not being adhered to and/or not fit for purpose.
- To commit to on-going training to continually improve yourself and meet the 15 competency standards of the Care Certificate.
- Attend team meetings, supervisions and appraisals when required.
- Effectively carry out the role of key worker for specified customers you are asked to support. This will involve work on outcomes for our customers and attending reviews as and when required.
- To foster a culture of open, honest, feedback and communication.
- To comply with local authority regulations in terms of electronic monitoring (area specific)
- To provide overnight support to our customers as and when required
- Continually assess the needs of all customers and provide a quality responsive service that reflects customer's needs and pass on any relevant changes.
- Ensuring customers have all of the correct documentation in situ and this is understood by the customer and/or their representative.
- Work in partnership with all internal and external contacts.
- Excellent communication skills – demonstration of a competent and professional manner regardless of the situation.
- To report any concerns, including safeguards, complaints, performance issues, to your line manager.
- Any other task as reasonably requested by your line manager.

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

PERSON SPECIFICATION, KNOWLEDGE AND EXPERIENCE REQUIRED

Personal

- Kind, sympathetic nature
- Common sense
- Genuine interest in caring
- Flexible
- Punctual
- Professional
- Organised and focussed
- Good level of health
- Well groomed
- Excellent communication skills
- Able to work on own initiative and as part of a team
- Self motivated

Knowledge and Experience

- Although experience is desirable, it is much more important to have the personal attributes which we are looking for. Ongoing training will be given in all aspects of care and support.
- Have or be willing to work towards a Level 2 Diploma in Health and Social Care.

MAJOR JOB CONTACTS:

- Customers and their representatives / carers
- Team Colleagues, Senior Carers, Team Leaders, Operations Managers, Office Managers, Community Services manager and Office staff
- Social Workers
- District Nurses
- Other Healthcare Professionals

APPROVALS:

Date when prepared: April 2016

Prepared by: Mike Date