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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Community Support Assistant | **POST NUMBER:** SCCRD825 SZZZZ225 |
| **REPORTS TO** (Job Title):  | Service Leader/Team Leader |
| **DEPARTMENT:** Adult Services – Learning Disabilities | GRADE: 5 |
| **JE REF:** | 0575 | PANEL DATE: | 171007 |
| **1.** | **MAIN PURPOSE OF JOB**To enable people with learning disabilities living in the community to achieve and maintain as full a life as possible.To actively support customers to develop their natural support hence enabling them to remain living in the community as independent as possible.To carry out any reasonable task required within the scope of the purpose of the post. |
| **2.** | **KEY TASKS:** |
|  | i. | To provide practical support to customers with social and life skills.To help customers overcome social isolation.  May be required to attend to customer’s personal care needs in accordance with their individual care plans |
|  | ii. | Encourage and support customers to participate in social and community events to develop their wider social network.To assist customers to enhance their life opportunities. Encourage and support customers to participate in work base activities eg: paid or voluntary employment. |
|  | iii. | Be aware of Health and Safety issues and participate in relevant risk assessments to minimise potential/identified risks. |
|  | iv | To act as a key worker to ensure that individual customer’s person centred action plans and identified goals are met. Post holder is required to inform the line managers and the care managers of any changes either within the customers’ health, their needs or their environment.  |
|  | v. | To participate in the process of person centred meetings and reviews relevant to the service provision as required. Providing updates on customer’s needs, and raising awareness of any unmet needs.  |
|  | vi. | Post holder will contribute to the preparation of relevant records and reports under the guidance of the other key staff and will maintaining service diary, log customer related information, update risk assessments and complete communication books etc. |
|  | vii. | To be able to move and handle customers in accordance with moving and handling policies.To be able to assist customers with carrying, moving and storing items such as shopping. |
|  | viii. | Must be able to undertake lone working – the post holder will work on her/his own in customers’ home or within the community.To be aware of associated Health and Safety issues.To work in a flexible manner to provide support as necessary to enable customers to access chosen activities. This may include working some evenings or part of the weekend. |
|  | ix | Promote customer and care involvement in service development and care planning under the direction of the line manager and other relevant professionals. |
|  | x. | To provide emotional and practical support on personal issues.To support and enable customers to develop daily living skills.To liaise, communicate clearly, and maintain key relationship with customers’ families and carers, care managers, PCT staff and other agencies under supervision of the line manager. |
|  | xi. | To participate in team meetings, individual supervision and relevant training as appropriate to the role. To undergo the Learning Disability Award Framework (LDAF) qualification, if identified. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**No. reporting - Direct: None Indirect: None |
| **4.** | CREATIVITY & INNOVATIONPost holder works within the service policies and guidelines. They must find solutions to assist customers to meet their needs, using their skills and knowledge and seek advice from their line manager accordingly. They must be aware of adult protection issues and different categories of abuse. All suspected abuse must be reported to the line managers without a delay.  |
| **5.** | **CONTACTS & RELATIONSHIPS**Good inter-personal skills and sensitivity are required to promote positive relationships with service users and carers; and to enhance working partnership and relationship with colleagues and other agencies.**Daily contact with:**Service Users – forming professional relationships with customers, who may include customers who exhibit challenging behaviour, communicating and supporting them in a way that respects their views, independence and culture.Colleagues – respite service workers, day service workers, care managers, PCT staff.Managers and Deputy Manager – Updating/informing on day to day service issues, seeking advice and guidance on complex issues.**Regular contact with:**Care ManagersSocial Services workers Health care workersFamilies and carersTraining staff – NVQ assessors, Training facilitators |
| **6.** | **DECISIONS – discretion & consequences**Working within clearly defined service policy and guidelines.They must constantly assess situations for risk either for the service users, colleagues or themselves. They must assess if the situation is one where they can make the decision/s (subject to training, guidelines, policies and procedures) or one that should passed on to the service leader. Seek advice immediately if they are not sure about the issues.Decisions taken about care plans and risk assessments must be taken in consultation with the line manage, the service user, carers, care managers and other professionals as necessary.Undertake the reallocation of daily tasks with consultation with line manager and the customer, while on duty, as needed, to ensure smooth running of the service. |
| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* Description ValueMobile phone for off base use only   |
| **8.** | **WORK ENVIRONMENT –****Work demands** * Work within a structured environment and must follow service guideline and procedures.
* Works to an established daily routine of service delivery.
* Concentration on complex tasks.
* Constantly assessing the priorities and tasks and responding appropriately, therefore need to remain flexible.
* Be flexible and available to work as necessary

**Physical demands*** Moving and handling people and equipment in accordance with the procedures.
* Required to support extensive physical activities.
* Supporting customers who may have challenging behaviour.

**Work conditions**.* Associated conditions when lone working
* To escort customers on activities.
* To attend meetings and training.
* To be available to work outside normal rota when necessary.

**Work context*** Exposure to potential minor verbal and physical harm. Where possible this risk is minimised through Risk Assessments, customer guidelines and appropriate interventions.
* Potential for use of de-escalation skills and conflict management in volatile situations.
* To assist and contribute to the work of minimising risk of harm to customers and self through risk assessments, service plans and appropriate interventions.
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| **9.** | **KNOWLEDGE & SKILLS*** An induction or Foundation training eg TOPPS/LDAF (desirable).
* Some experience in social care or a related discipline.
* Written and verbal communication skills. Able to communicate clearly and effectively with customers, carers and other professionals as necessary.
* Be able to demonstrate an ability to organise and implement individual activities.
* With support able to prioritise own work.
* Must have the ability to work independently or as part of a team.
* Must be able to work flexibly.
* Ability to observe, record and pass on information accurately whilst maintaining confidentiality within CYC procedures.
* Able to use initiative as required.
* Must have knowledge of advocacy.
* Must be aware of Health and Safety issues and Risk Assessments.
* Able to work within a risk assessment and Health and Safety framework.
* Knowledge of the needs of people with a learning disability.
* Be aware of adult protection issues.
* Able to move and handle customers as required, in accordance with manual handling, risk assessments and procedures.
* Able to assist service users with carrying, moving and storing items such as shopping.
* Satisfy conditions of appointment with regard to statutory pre-employment checks as required by City of York recruitment and selection process.
* Positive attitude towards people with learning disabilities, non-confrontational and confident
* Flexible and available to work changing hours
* Car user - with a clean driving licence

*This post requires the post holder to undertake an enhanced – adult workforce (with barred list check) criminal record check via the Disclosure and Barring Service.* |
| **10** | **Position of Job in Organisation Structure**Job reports to: Team Leader/Service Manager**CSA**Other jobs at this level: ASWJobs reporting up to this one: None |