

## Job Description

**Post:** Community Support Worker

**Hours:** 30 Hours per week

**Location:** Allocated site. This post also includes work in community settings and client homes

**Responsible to:** Team Leaders and Service Management

**Responsible for:** The support of clients attending Eastway services.

### Purpose:

To work in our staff team providing day services for adults with learning and physical disabilities as well as complex health needs in a variety of settings.

To uphold Eastway's Mission Statement as outlined in our Employee Handbook.

### Operational Responsibilities

To provide 'Active Support' for our clients towards re-enablement and independence via outcomes identified in individual support plans.

To support our services in meeting Local Authority standards and regulations.

To support our clients in line with Eastway's ethos, policies and procedures, ensuring a person-centred approach.

To maintain safe services for all via a strict adherence to Health and Safety legislation as well as Safeguarding and Risk Assessment procedures.

To facilitate our clients in all aspects of their personal care including toileting, feeding (including PEG), and moving and assisting.

To support our clients in the administration of medication in line with our Policies and Procedures. This may include support around the management of epilepsy and/or diabetes.  
To attend and participate fully in supervision sessions and meet those targets set by your supervisor in a timely manner.

To use aides and equipment designed for supporting our clients appropriately and safely.

- To work in a flexible manner in response to the service choices made by our clients.
- To provide a broad range of activities designed to achieve the individual outcomes of our clients.
- To work with our clients in a positive and respectful manner.
- To support our clients who use wheelchairs and participate in hydrotherapy and swimming sessions as required.
- To cover duties arising due to staff absence.
- To 'lone work' with our clients in a variety of settings.
- To 'Group Lead' activities for our clients.

- To ensure that our clients rights with regards to confidentiality are upheld, including in relation to data.
- To properly utilise petty cash, client personal monies and other financial resources.
- To participate in a positive and professional manner in a variety of meeting forums.
- To support apprentices, agency, sessional workers and volunteers in their duties.
- To support the management of our transport provision and participate in escorting duties accordingly.
- To ensure the smooth running of our services via the effective use of our communication systems including our IT based care planning and reporting system, telephone network and noticeboards.
- To complete accurate written administration tasks in English such as daily records, support plans, accident and incident formats, risk assessments, safeguarding statements and medical records.
- To contribute to a good public impression of our clients and services in dealings with families/carers, care professionals and the general public.

## **Keyworking Responsibilities**

- To undertake keyworker duties enthusiastically and ensure all key clients have attainable outcomes identified in their support plans.
- To maintain support plans for a maximum of four key clients.
- To participate in service reviews and regular PCP meetings and liaise with professionals and families positively.
- To facilitate regular key client meetings.

## **Health and Safety Responsibilities**

- To ensure due regard for the health and safety of our clients and staff in accordance with policy and good practice guidelines.
- To implement crisis intervention responses and participate appropriately in emergency practices such as fire drills, missing persons and whistleblowing procedures.
- To implement risk assessments as part of our client's services.
- To maintain Food Safety regulations.
- To promote an environment which safeguards and protects clients and staff to minimise the risk of an accident.
- To advise the management team of any bad practice and raise any concerns that may put clients at risk.

## **Personal Qualities**

- To be patient and caring when working with clients.
- To demonstrate an ability to empathise with others.
- To interact with clients in a respectful and dignified manner.
- To demonstrate a commitment to upholding Eastway's Equal Opportunities Policy in relation to clients and work colleagues.
- To be able to work alone and as part of a team.
- To be able to deal with stressful situations and resolve conflict sensitively.
- To demonstrate a respect for other people's culture and beliefs.
- To be enthusiastic in helping clients to fulfil their potential.

- To maintain awareness of one's own strengths and weaknesses and actively request clarification and further support when required.
- To attend training and participate positively towards self improvement and the development of better services.
- To maintain the highest standards of professional conduct and care practice standards.
- To demonstrate a commitment to punctuality both in terms of attendance and time management in the workplace.

## **Policies, Procedures and Legislation**

- To develop a knowledge of Eastway's policy's and procedures.
- To work in line with Eastway's policy's and procedures.
- To develop a knowledge of adult social care legislation.
- To work in accordance with the terms and conditions outlined in your Contract of Employment and Employee Handbook.

This description is not intended to establish a total definition of the job, only an outline of the duties involved. Changes in this Job Description may occur as the organisation develops. Notice of changes will be given wherever possible.