Community Support Worker

Job Specification

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| **Job Title/Grade** | Title: Community Support WorkerGrade: Appropriate point of the Care Assistant Scale (HSE Consolidated Scales, 2017) |
| **Organisational Area** | Cork City and County |
| **Details of Service** | The person appointed to this post will work either in an individual own family home or within the wider community often times during the evenings or at weekends.This is an invaluable support for families and care givers. |
| **Reporting Relationship** | The Community Support Worker will report to the Team Leader on a day to day basis and directly to the Line Manager when required.  |
| **General Particulars** | * 9 month probationary period applies, to be reviewed quarterly or 6 month probationary period applies to 1 year fixed term Relief Contracts.
* Flexibility is required in relation to evening and weekend work.
* Medical and Gardai Clearance required.
* All other contractual arrangements will be addressed prior to commencement of employment.
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| **Purpose of the Post**  | The purpose of the post is to provide the highest standard of care and support in accordance with the ethos of the Organisation, National Policy, HIQA Standards and Legislation.  |
| **Principal Duties and Responsibilities**  | **Professional / Clinical***The Community Support Worker will:** Support Service Users reach their potential, by providing care and support based on their assessed needs
* Build a positive relationship with all stakeholders, with the central focus being a person centred, safe and effective service.
* Respond effectively in accordance to the organizational policies and procedures and HSE/HIQA Guidance regarding medication management, risk management, GDPR, positive behaviour support, health and safety, fire safety, complaints, safeguarding, restrictive practices, incidents and accidents.
* Take responsibility for ensuring your own professional development, this will include ensuring that the Team Leader or Social Care Leader carries out supervision with you on a regular basis.
* Participate in Mandatory Training
* Perform such duties (including key-working and administrative duties) as may be assigned from time to time by CAA management.
* Be responsible for developing, planning, implementation and review of support / for service users according to service standards.
* Collaborate with service users, their support networks, and other members of the CAA Team in support/intervention planning, and in the provision of support and advice.
* Document all service user’s engagement, intervention and support plans, progress notes, reports and referrals in accordance with the Policies and Procedures of the CAA Service and professional standards.
* Communicate verbally and/or in writing the support/ and recommendations to the team and relevant others in accordance with service policy.
* Participate in teams as appropriate, communicating and working in co-operation with other team members.
* Attend review meetings, team meetings, as designated by Manager and/or Team Leader of the Service.
* Arrange and carry out duties in a timely manner within settings appropriate to service users’ needs and in line with local policy/guidelines.
* Maintain quality standards of practice and participate in quality assurance and clinical audit as appropriate.
* Maintain professional standards in relation to confidentiality, ethics and legislation.

**Education and Training***The Community Support Worker will:** Participate in mandatory training programmes.
* Participate in continuing professional development including in-service training, attending and presenting at courses relevant to practice, promoting and contributing to research etc. as agreed with the Manager and/or Team Leader of the Service.
* Engage in support/supervision with the Manager, Team Leader, and/or designated Supervisor.
* Actively participate in teaching/training/supervision of other staff in the CAA Team. The above to be agreed with the Manager and/or Team Leader of the Service.

**Health & Safety***The Community Support Worker will:** Work in a safe manner with due care and attention to the safety of self and others.
* Implement agreed policies, procedures and safe professional practice by adhering to relevant legislation, regulations, and standards.
* Be aware of risk management issues, identify risks, and take appropriate action.
* Document appropriately and report any near misses, hazards, and accidents and bring them to the attention of the relevant person(s).
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards, Safeguarding procedures, etc.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Administrative***The Community Support Worker will:** Keep up-to-date statistics and other administrative records as required within the CAA Services.
* Participate in the establishment and maintenance of standards for quality improvement and adhere to existing standards and policies.
* Contribute to the planning and development of the Service and participate in service improvements.
* Participate in audits/outcomes measurement of intervention as directed by the Manager and/or Team Leader of the Service.
* Represent the CAA Service at meetings and conferences as required by the Manager and/or Team Leader.
* Engage in IT developments as they apply to service users and service administration.
* Keep up to date with developments within the organisation.
* Carry out other duties as assigned by the Manager and/or Team Leader of the Service.
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| **Eligibility Criteria****Qualifications and/ or experience** | **Professional Qualifications, Experience, etc.**Major QQI Level 5 qualification in the Care Field or equivalent with relevant experience. **Essential Skills:*** Full Drivers Licence, which allows driving in Ireland, for manual vehicle
* Excellent communication and interpersonal skills
* Facilitation skills
* Creative and solution-focused thinking skills
* The ability to work on one’s own in challenging situations including dealing with crises.
* A flexible approach with an ability to respond to the ever-changing demands of the service.
* Ability to motivate oneself and work to the highest standards
* Excellent record and report writing skills
* Information technology skills
* The ability to work as part of a team as well as on one’s own initiative.

**Desirable Experience:*** Experience of working directly in a training, health, or educational environment, preferably with individuals with an ASD diagnosis.
* A progressive understanding of Autism
* An understanding of the principles of empowerment and person-centred planning.
* Knowledge of the appropriate legislation.

**Health**Candidates for and any person holding the post must be fully competent and capable of undertaking the duties attached to the post and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.**Character**Candidates for and any person holding the post must be of good character. |
| **Post Specific Requirements** | The Community Support Worker will be expected to uphold the main objectives of the service, including: * To provide an individualised focused care plans for the people availing of our services.
* To support each individual to access and develop educational, vocational, social and recreational opportunities.
* To provide support to family members.
* To increase awareness, education and understanding among professionals and the wider community.
* To advocate on behalf of service users and their family where appropriate.
* To promote personal independence.

Additional Post Specific Requirements include:* Play a supporting role in the effective relationship and interaction with the service’s key stakeholders, particularly with the CAA Team, service users and their support networks, training agencies, educational institutions, medical professionals, housing agencies, employment services, and the HSE.
* Ensure all stakeholder engagement is recorded and any issues of material nature are escalated to the Manager and/or Team Leader of the Service.
* Provide supplemental induction training to new staff as directed by the Manager and/or Team Leader of the Service.
* Play a supporting role in the review, development, roll out and implementation of all CAA policies to meet the changing needs of the organisation. This will be done in conjunction with the Manager and/or Team Leader of the Service.
* Work with the Manager and/or Team Leader of the Service to ensure that all legislation, regulations, and policies that apply to the sector are rolled out and implemented as appropriate.
* Ensure the immediate escalation of all significant incidents/issues to the Manager and/or Team Leader of the Service including the Safeguarding of Vulnerable Adult concerns
* Work with the Manager and/or Team Leader of the Service to ensure the development of the service to maximise all service developments with regard to the Strategic Plan, in line with all ongoing financial constraints and considerations.
* Play a supporting role in the direction and future development of the CAA service, including the development of a Strategic Plan and Policies and Procedures in consultation with the Manager and/or Team Leader of the Service.
* Attend family meetings/case conferences as required.
* Participate in regular and meaningful Formal Supervision, as directed by the Manager and/or Team Leader of the Service.
* Provide ongoing support to staff through the provision of Peer Support as needed.
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| **Other requirements****desirable to the post** | Willing to use own vehicle  |
| **Skills, competencies and/or knowledge** | ***Candidates must:**** Demonstrate sufficient knowledge, reasoning skills and evidence-based practice to carry out the duties and responsibilities of the role, including the ability to apply knowledge to best practice.
* Demonstrate the ability to plan and deliver support and intervention in an effective and resourceful manner and the ability to manage self in a busy working environment.
* Demonstrate a commitment to the delivery of high quality, person centred service.
* Demonstrate ability to take initiative and to be appropriately self-directed.
* Demonstrate the ability to evaluate information and make effective decisions especially with regard to service user support.
* Display effective communication and interpersonal skills (both verbal and written), including the ability to collaborate and work in partnership with colleagues, service users, families, carers, external services, etc.
* Demonstrate effective team skills.
* Demonstrate flexibility and openness to change.
* Demonstrate the ability to follow Management directions appropriately and to utilise supervision effectively.
* Demonstrate commitment to continuing professional development.
* Demonstrate a willingness to develop IT skills relevant to the role.
* Demonstrate the capacity to plan and deliver support and intervention in an effective and resourceful manner within a model of person-centred support/intervention.
* Demonstrate the ability to manage self in a busy working environment including the ability to prioritise caseloads.
* Demonstrate initiative and innovation in identifying areas for service improvement.
* Display awareness and appreciation of the service user as expert through experience, including promoting the involvement of the service user in support and, decision-making and service development.
* Demonstrate the ability to empathise with and treat others with dignity and respect.
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| **The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post.** |