

Job Description

Job Title:	Community Support Worker
Responsible To:	Co-ordinator
Function:	To deliver a high quality Care and Support service within the community
Date:	April 2009

Principal Purpose:

To enable Service Users to live in their own homes and to promote independence

Key Areas:

To actively follow and contribute to Service Users individual care plans and risk assessments. Tasks may include some or all of the following, although the list is not exhaustive:-

Practical Tasks Which Promote The Physical Well-being of Service Users:

- To assist with Personal Care i.e. washing, bathing and toileting.
- To assist Service Users to manage incontinence.
- To assist Service Users with dressing and undressing when getting out of and into bed.
- To assist Service Users who have mobility problems while adhering to Health and Safety legislation at all times.
- To carry out or assist with domestic duties.
- To shop on behalf of Service Users.

- To prepare food for Service Users taking account of any dietary restrictions, requirements and preferences.
- To adhere to 'Good Practice' in relation to Infection Control.

Inter-personal Responsibilities Which Promote The Emotional, Spiritual and Psychological Well-being of Service Users:

- To uphold the wishes, choices and preferences of Service Users at all times.
- To promote the social interaction of Service Users by supporting and maintaining links with friends, relatives, neighbours and the community in general.
- To make sure Service Users have access to their own records at all times.
- To encourage and assist Service Users to read and understand their own Care Plans, Risk Assessments and Records.
- To actively promote, encourage and assist Service Users to maintain their individual skills, interests and activities.
- To accompany Service Users on social outings and when attending appointments.
- To contribute to the developments of individually appropriate lines of communication.
- To work with Service Users in order to identify their chosen form of communication.
- To assist in the support of Service Users when they are dying.

Record Keeping and Reporting:

- To report verbally and record in writing any problems or changes identified in relation to the Care Plans and Risk Assessments of Service Users.
- To work with Co-ordinators to ensure all processes, procedures and assessments are up to date and being actively followed.
- To consult and keep Service User records up to date in accordance with Setoncare Policies and Procedures.
- To liaise and co-operate with other Key Workers involved in the care and support of Service Users.

- To become familiar with risk assessing procedures and to report, record and review anything which may cause harm to a Service User or other Key Worker.
- To report any concerns about 'Lone Working'.
- To report verbally and in writing any accident or incident.

Other Work Related Duties and Responsibilities:

- To become familiar with and comply with Setoncare guidelines as stated in Policies and Procedures.
- To become familiar with and comply with The Health and Safety Act 1974
- To become familiar with and comply with The Data Protection Act 1998.
- To become familiar with and comply with The Care Standards Act 2000.
- To protect the confidentiality of all matters you may become aware of during the course of your employment with Setoncare.
- To attend training courses and staff meetings as required.
- To develop good working relationships with team members and other Key Workers.
- To be prepared in advance for the beginning of a shift, i.e. know exactly where you should be and when. Carry Personal Protective Equipment (PPE) at all times. Collect keys when appropriate and in advance before a shift. If you have a mobile phone make sure it is fully charged in case you need to contact on-call or a co-ordinator for any reason.
- To become familiar with and actively promote the principles of care i.e. dignity, privacy, choice, safety, realising potential, equality and diversity.