

Job Description



Job Title:	Community Support Services Assistant
Department/Section:	Community Support Services
Reports to:	Registered Manager for Supported Living Services
Principal Contacts:	Service users Parents Care managers Health care professionals Other services Managers-Oncall Reception Maintenance Department Lifeskills staff and management Training Department IT Department Finance Department Internal bus Driver
Job Purpose:	To provide a support service and assistance to service users living in the Trust's Community Support Services to assist them in independent living. To make regular reports and records of work undertaken and to report assessed needs not currently being requested to CSS Co-ordinators/ Registered Manager for Supported Living Services. To assess the health and safety of the service user and to report concerns to the CSS Co-ordinators/Registered Manager for Supported Living Services or to take action.
Responsible for:	People: No direct line management responsibility Finance: Supporting tenants to claim benefits, Pay COT invoices, manage their own bank accounts, Manage their personal care budgets/Kent card. Staff expenses. No direct budget responsibility. Resources: Vehicles and ensure appliances are safe and used properly in accordance with manufacturers guidelines and report if any concerns.

Main Duties and Responsibilities:

(This list is intended to define the main duties and responsibilities that are required to be undertaken by the post holder and is not a comprehensive list of all duties that may be required from time to time)

1. To complete duties as specified in CSS Contracts to a professional and efficient standard. Report to the CSS Co-ordinator all instances where the contract duties are not delivered for whatever reason.
2. To assist allocated service users to live as independently as possible supporting them with their needs as directed by the care contract, in conjunction with direction from the CSS Co-ordinators or the Registered Manager for Supported Living Services as required. Such work may include supporting domestic work such as shopping, preparation of food/drinks, cleaning, ironing, gardening etc; accompanying/driving service users to services/community visits and appointments; assistance with home management e.g. payment of bills, making appointments and changing them as appropriate eg life skills, household money management etc.

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3. To support the service users in finding out information relevant to their needs or goals and to locate appropriate community facilities suited to the individual's care plan and personal aspirations.
4. To assist, where required, the service user in ordering, receiving, taking and disposing of prescribed medication, as instructed; ensuring that the Trust's medication charts and reports are efficiently completed. Ensure adherence to the Trust's medication policies. To ensure the safety and wellbeing of service users. To report all refusals to undertake allocated medication to the CSS Co-ordinators or the Registered Manager for Supported Living Services.
5. To ensure that service users are appropriately aware of security and health and safety issues relevant to living independently and to assist management in undertaking risk assessments. To monitor the health and safety of service users in both the home and the activities that they choose to undertake, advising the individual of assessed risks, reporting concerns on to the CSS Co-ordinators or the Registered Manager for Supported Living Services.
6. To take immediate action if they notice any risk to any person that is assessed as serious or likely to cause immediate harm to themselves or others. To co-operate with health and safety rules as directed. To follow procedures designed to maintain health and safety and security and report any maintenance health and safety issues to the Maintenance Department or the Head of Property and infrastructure.
7. To complete a written report on a daily basis, recording hours of work, work undertaken, a diary report of the service user's needs and activities and other information required for the effective communication between CSS Assistants and the CSS Co-ordinators or the Registered Manager for Supported Living Services to enable the efficient support of the allocated service users.
8. To keep and record all receipts of all transactions relating to expenditure undertaken by service users, in accordance with the Trust's laid down policies and procedures. To assist service users with accessing appropriate advice and information for benefit related matters.
9. To enable the service user to access all available methods of public transport safely to enable independent living and to record the mileage used by individuals using Trust transport for their chosen activities and appointments etc, ensuring claims are efficiently passed on to the CSS Co-ordinator or the Registered Manager for Supported Living Services.
10. To assist and support individuals in their personal plans, assisting in the reflection of aims and ambitions in their individual CSS contracts, to complete care plans, community books, appointment diaries and to take part in service user reviews , as required.
11. To liaise with the CSS Co-ordinators or the Registered Manager for Supported Living Services to ensure that Management are aware of sensitive/emotional issues or are aware of any areas of concern on a need to know basis and to keep the team advised of any difficulties or potential difficulties that may arise. Ensure all services users are treated with dignity and respect.
12. To undertake sleep-ins on a rota basis according to the service user needs, as required.

You will be required to attend formal induction training within the first 12 weeks of employment in order to obtain the 'Care Certificate'. This consists of knowledge sessions (normally run as 7 sessions approximately 10 days apart), mandatory training courses and an 'in-house' induction. You will also be required to carry out additional training which is considered relevant to your specific role. As part of the Care Certificate you will be observed putting your newly gained knowledge into practice in the work place.

If you have previously achieved the Care Certificate or Diploma Level 2 or 3 in Health and Social Care when you join the Trust, and have the required evidence of this, you will not be required to carry out the knowledge sessions of the Care Certificate. However, you will be required to attend mandatory and any additional training specific to your role, an 'in-house' induction and be observed against the Care Certificate framework.

Additional Information



Driving:

There is a requirement for the post holder to drive in order to fulfill the requirements of the role. This may involve driving a COT car or Minibus. Driving license details will be required and reviewed on an annual basis.

Variation to Usual Working Hours:

The post holder is not required to participate in an 'on-call' rota. However, they may occasionally be required to work outside of their usual working pattern/hours in order to attend external meetings, training, external events or service user holidays.

Display Screen Equipment Usage:

Post holders are regularly required to work with display screen equipment (VDU, computer workstations, laptops, touch screens etc.) as part of their normal working day.

Lone Working:

There is a frequent (daily) requirement for the post holder to lone work during the course of their normal working day.

Night Workers:

Post holders are not regularly required to work between the hours of 11pm and 6am for at least 3 hours as part of their rostered duties; with the exception of post holders with specific Awake Night duties.

First Aid:

There is a requirement for the post holder to be a qualified first aider and appropriate training will be offered and maintained.

Physical Effort:

- Frequent (daily) moderate to high physical effort is required for this role throughout the day to support service users in all aspects of daily living, including personal care. Occasional requirement to use specialist equipment for service users with complex needs e.g. hoists, wheelchairs etc.
- Frequent exposure to repetitive movements such as lifting, bending, reaching, crouching, walking carrying, standing, loading/unloading and kneeling.
- Frequent driving and travelling required getting service users to appointments and other social engagements.

Mental Effort:

- Frequent periods of concentration are required when dealing with service users, interpreting information, communicating, record keeping and administration of medication.
- Dealing with the demands of parents and family members of service users.

Emotional Effort:

- Maintaining a positive attitude when dealing with stressful or emotional situations which can include contact with parents and family members of service users.
- Dealing with the demands of parents and family members of service users.
- Occasional exposure to treatment of service users with palliative and end of life conditions. Dealing sensitively with their end of life care and providing guidance and support for family members /other carers.

Person Specification



Job Title:	Community Support Services Assistant		
Department:	Community Support Services		
Reports To:	Quality and Compliance Manager (Registered)		
Specification Headings	Essential	Desirable	How to Assess
Experience: (Duration, type & level of experience necessary)	One years' experience of working in residential or domiciliary care services. General life experience and appreciation of the needs of people with disabilities.	Experience of working alongside people with a learning disability. Experience of key worker responsibilities and development of care plans. Experience of attending and participating in care reviews and undertaking risk assessments.	Application Form Interview References
Qualifications: (Number, type, level of qualifications. Equivalent experience, if appropriate)	General standard of secondary education (or equivalent) Commitment to work towards NVQ2/level 2 Diploma in Health & Social Care within 18 months' of commencement. Willingness to undertake vocational training.	NVQ 2/Level 2 Vocational Diploma in Health & Social Care on appointment. GCSE English Language and Maths (or equivalent)	Application Form Proof of award
Skills, Knowledge & Aptitude:	Good standard of literacy and numeracy and ability to ensure accurate recording keeping and reporting of information Good Verbal interpersonal and written communication skills. Basic IT skills. Ability to maintain accurate records and compile reports. Understanding of ordinary life for people with learning disabilities, their needs and requirements and the difficulties faced. Housekeeping skills, including high standards of cleanliness and hygiene and ability to support service users to shop, cook, laundry, gardening, sewing, budgeting etc and pursue their leisure/work interests. Support principles of equality of opportunity.	Knowledge of Safeguarding of vulnerable adults. Knowledge of mental capacity act. Knowledge of Health and safety/Risk assessments.	Application Form Interview Relevant Certificates
Personal Qualities and Behaviours:	Calmness under pressure. Work unsupervised & make sound decisions within the scope of the role. Self-motivated and enthusiastic. Work on own initiative. Teamworking Communicate well and adapt to many different styles of communication. Follow instructions and work to high standards and practices. Approachable, positive and supportive		Interview References
Other Requirements: (factors which are ideally required for an individual to carry out the full duties of the job)	Ability to be flexible in hours, including weekends, sleep-ins and accompanying service users on holiday and days out. Initial and ongoing clear criminal records check (obtained by the Trust initially upon offer). Able to demonstrate compassion and empathy for the people we support. Manual Driving Licence.	Category D1 Driving Licence.	Interview Appropriate documentation

Person Specification



	To comply with mandatory and other training requirements.		
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