



Job Description

Job Title:	Community Support Worker
Grade:	Grade 5
Section:	Independent Living Team
Reports to:	Team Leader (Independent Living Team)
Responsible for:	Cleaners and Domestic Assistants

The Job

Is to:

- work within all community based teams to provide and monitor housing related support services to tenants within Independent Living Schemes, and other customers across the Wakefield District, who may have fluctuating support needs, with the main objective being to promote and maintain the individual's independence in their own home.

The Bigger Picture

You will:

- be part of the Connecting Care partnership, representing housing, with partners in Social Care and Health and represent WDH by attending other local agency forums and meetings;
- make sure that independent living schemes are operating in line with all WDH and independent living policies and procedures, including safeguarding and emergency response procedures;
- liaise with appropriate colleagues at area management offices, service access points, OneCALL, Care Link and other sections regarding landlord responsibilities relating to tenancy management, estate management and antisocial behaviour and repairs, making sure that issues are dealt with and resolved effectively by the appropriate sections within WDH;
- participate in the marketing and the positive promotion of WDH and the independent living service both internally and privately in the Home Visiting Service. Provide appropriate and accurate information to direct enquiries;
- be required to cover extra care schemes, which may entail sleeping-in duties in an emergency situation; and
- carry out any other duties as directed by the line manager which are appropriate to the grade and overall purpose of the job.

The Day to Day

You will:

- assess potential tenants for independent living schemes and potential customers in the community to ensure eligibility for support under the Housing Support Subsidy guidance and the funding contracts, work closely with internal partners throughout the allocation process and carry out accompanied viewings where required;
- agree and implement Support Plans with tenants and customers and carry out regular reviews of the support provided, make contact in line with agreed support plans with customers who subscribe to the independent living service;
- monitor and assess the social, health and general well being of customers, taking action accordingly in a professional manner so as to maintain the best quality of life for those concerned and provide emotional support and arrange, where necessary, other appropriate support through liaison and referrals with internal and external WDH partners;
- maintain confidential up-to-date records, including support plans, in accordance with WDH policies and procedures, maintain confidentiality between tenants and employees at all times and work in line with Data Protection policies;
- help in the co-ordination and participation of employee / team cover rosters within the independent living service;
- inform the Independent Living Team of any case conference meetings in relation to customers and to participate where necessary, also liaise with relatives, any other appropriate agencies so that appropriate care and support services can be provided where necessary;
- monitor all aspects of health and safety on independent living schemes, maintaining logs and risk assessments to ensure the welfare of tenants is maintained, and carry out regular health and safety checks, in line with WDH's policies and procedures, reporting any faults to the Team Leader (the Independent Living Team);
- identify when a customer is showing signs of deterioration in their level of functioning and alert relatives, the appropriate contacts and agencies and notify the Independent Living Team Leader when a tenant's suitability for independent living requires review;
- participate in the Independent Living Standby Service as part of a rota, working across the district for business continuity and for emergency arrangements when required. This will include working outside of normal office hours, weekends, Christmas and New Year.
- assist new tenants to settle into their property by providing the means for them to meet other residents and by introducing them to the facilities available both in the independent living schemes and in the local area;
- support internal and private Home Visiting Service for customer contact with their family, and to encourage the relatives of customers to take an active role in their welfare and well being;
- plan, develop and facilitate social activities within independent living schemes, and to encourage the integration of the schemes into local communities, actively encourage the use of communal facilities involving other people from the local community to help with the social integration of independent living schemes into the wider community;
- conduct monthly Management Support Meetings and Appraisals for employees that report to this post and where required help with recruitment of new employees to the team;

- supervise the work of all other employees employed in the schemes and to make sure that they are fully aware of all procedures and are suitably trained to be able to carry out their duties satisfactorily;
- help in the planning and implementation of Team Plans and Independent Living Scheme Action Plans, attend and contribute towards patch meetings, scheme meetings and corporate seminars and attend any other meetings, as required, and assist with tenant participation and consultation; and
- make sure the Social Fund is managed in accordance with policy and procedure, maintaining any required financial records relating to the scheme in line with WDH policies and procedures and make these records available for inspection as requested.

The post is subject to application for disclosure of criminal records.

Personal Contacts:

Internal: Tenants, WDH employees

External: Family Services, GPs, health visitors, voluntary organisations

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
Qualifications and Training				
5 qualifications at Level 1 of the Qualifications and Credit Framework such as GCSE's grades D-G or Certificate or Diploma at Level 1 or equivalent	✓		AF/CQ	✓
Relevant training in housing, health or social care, for example First Aid, Basic Food Hygiene Certificate	✓		AF/CQ	
Relevant qualification in housing, health or social care		✓	AF/CQ	

Determination				
Excellent organisational skills	✓		AF/I	
Ability to effectively manage own workload with minimal supervision	✓		AF/I	
Effective time management skills	✓		AF/I	
Problem solving and negotiation skills		✓	AF/I	
Assertiveness skills		✓	AF/I	

Nous				
Experience of working with older or vulnerable people	✓		AF/I	✓
Detailed knowledge and understanding of working with older and vulnerable people	✓		AF/I	✓
An understanding of dealing with older and vulnerable peoples needs both on a daily and longer term basis	✓		AF/I	✓
Strong and effective verbal and written communication skills	✓		AF/I	
Knowledge of health and safety legislation applicable to the support of vulnerable people	✓		AF/I	
Ability to maintain simple accounts	✓		AF/I	
Supervisory experience		✓	AF/I	
Presentation and group works skills		✓	AF/I	

Ability to arrange social events/fund raising etc.		✓	AF/I	
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Attitude				
Excellent Customer Care skills	✓		AF/I	✓
Ability to work as part of a team	✓		AF/I	

Additional Requirements of the Post				
Valid UK driving licence with daily access to a vehicle in order to travel throughout the district and to other locations as required by the business.	✓		AF/CQ	✓
Able to participate in standby service as part of a rota and to respond to emergency situations, including out of hours as required	✓		AF/I	
Must be prepared to attend relevant training courses	✓		AF/I	
To cover extra care schemes, which may entail sleeping-in duties in an emergency situation	✓		AF/I	

Key

- AF - Application Form
- I - Interview (this may include a presentation and occupational test where appropriate)
- CQ - Certificate of Qualification
- R - References