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| **Job Description** | |
| **Post title** | Care Support |
| **JE Reference No** | N8439 |
| **Grade** | Grade 4 |
| **Service** | Adult and Health Service |
| **Service Area** | Adult Care |
| **Reporting to** | The post-holder will be responsible to the Countywide Pathways Manager and will be line managed by the appropriate Senior Care Support or other appropriate member of staff. |
| **Location** | Your normal place of work will be one of the 5 specialist hubs, but you may be required to work at any Council workplace within County Durham. Stanley, Durham, Peterlee, Spennymoor  Or Newton Aycliffe |
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| **DBS** | This post **is** subject to an **enhanced disclosure**. |
| **Flexitime** | This post **is not** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post-holder will provide specialist therapeutic, multi-sensory and bespoke activities; either within a specialist care hub or in the community; to people with a disability. To support people to be as independent as possible and work in a person-centred way

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To attend to all personal care needs, including the administering of any appropriate medication, in line with individual requirements of the service user
* To use specialist equipment to ensure all care/medication needs are met
* To follow the requirements of the Care Plan, Support Plan, Risk Management Plan, MAP, etc. as appropriate
* To encourage individuals to participate in activities and support individuals in those activities
* To develop/contribute to the development of activities that are of benefit/interest to the individual
* To work to all policies and procedures, e.g. safeguarding, infection control, medication, health and safety, dignity, moving and handling, risk etc.
* To work as a key worker
* To participate and contribute to service user reviews
* To work independently with service users as required – either within a care hub or community setting, escorting on transport etc.
* To complete and maintain documentation relevant to the service and the service user in line with the recording procedure
* To highlight any areas of concern to an appropriate line manager
* Maintain a clean and tidy environment
* To ensure service users feel respected and fully involved in their care
* To undertake any appropriate training to meet the remit of the role

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | 4 GCSE(A-C grades) or NVQ level 2 or equivalent | * NVQ Level 2/3 in Care or equivalent * Basic Food Hygiene * Manual Handling * Literacy/numeracy qualifications |
| Experience | * Working with people who have a disability/require care |  |
| Skills & Knowledge | * Good inter-personal skills – appreciation of dignity for all individuals * Ability to understand and pass on information from a variety of sources, e.g. oral, written * Ability to record clearly and effectively * Appropriate literacy and numeracy skills * Able to work on own initiative * Able to promote independence of service users | * IT Skills |
| Personal Qualities | * Supportive and sensitive approach to individuals * Team player * Flexible approach to work * Responds positively to direction/instruction * Willingness to undertake any relevant qualification/training required within appropriate timescales, e.g. Level 2/3 in Care | * Enthusiastic |