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| Stockton-on-Tees Borough Council | JOB DESCRIPTION |
| **Directorate:****Adults and Health** | Service Area: Stockton Adult Carers Support Service |
| **JOB TITLE: Time Out Support Worker**  |
| **GRADE: D**  |
| **REPORTING TO: Time out Co-ordinator/Carers Service Manager** |
| **1.** | **JOB SUMMARY: To provide emotional and social support to service users in accordance with the agreed Time-Out support plan to enable the primary carer to take time away from their caring responsibilities.** |
| **2.** | **MAIN RESPONSIBILITIES AND REQUIREMENTS** |
|  | 1. | To provide social and emotional support to service users. |
|  | 2. | To provide constant supervision and ensure the wellbeing and safety of the service user in their home and in the local community. |
|  | 3. | To monitor service users on each visit against the Time Out support plan and -determine the level of support required by the service user is still appropriate-Encourage and enable interaction-Record activities and progress on activity sheets-Report any changes or immediate concerns to the co-ordinator/manager |
|  | 4. | To be responsible for maintaining awareness of allocated visits and follow protocols for accessing rota and notifying of availability. |
|  | 5. | To maintain records as required to undertake job role. |
|  | 6. | To work in a supportive and collaborative way with other professionals and the service user and their primary carers to ensure the safety and wellbeing of the service user and primary carer. |
|  | 7. | To follow all relevant statutory policy, codes of practice, service procedures and staff guidelines to ensure the operation of the service. |
|  | 8. | To report any changes in the service user or primary carers needs or objectives to the time out co-ordinator. |
|  | 9. | To work with the family/service user and time out co-ordinator to refer to any other agencies as appropriate. |
|  | 10. | To ensure that all customers receive a consistently high quality service and comply with the standards required by Stockton on Tees Borough Council. |
|  | 11. | To take reasonable care of your own Health and Safety and co-operate with management, so far as is necessary, to enable compliance with the authority’s Health and Safety rules and legislative requirements. |
| **3.** | **GENERAL** |
| **Job Evaluation -** This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council. |
| **Other Duties -** The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder. |
| **Workforce Culture and supporting behaviours and Code of Conduct –** The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.**Shaping a Brighter Future –** The post holder will embrace the Council’s “Shaping a Brighter Future” programme.**Personal Development** –As defined by the Council’s Culture Statement, all employees will take responsibility for their own development **Customer Services –** The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.**Policies and Procedures –** The post holder is required to adhere to all Council Policies and Procedures. |
| **Health and Safety –** The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.**Safeguarding –** All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.  |
|  | Name: | Signature: | Date |
| Job Description written by: (Manager) | Rebecca Gray |  |  |
| Job Description agreed by: (Post holder) | ….................………… | ….................……… | …............... |

**Job Description dated April 2018**



**PERSON SPECIFICATION**

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| Job Title/Grade | **Support Worker (community)** |  |
| Directorate / Service Area | **Adults and Health – Adult Social Care** |  |
| Post Ref:  |  |

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|  | **ESSENTIAL** | **DESIRABLE** | **MEANS OF ASSESSMENT** |
| Qualifications  | * A good standard of general education
 | * A relevant qualification in a care or support related field such as: NVQ in care, support or counselling
 | Application form |
| Experience | * Evidence of some relevant working experience with a variety of client groups.
* Able to demonstrate an understanding of social barriers/exclusion pertinent to this client group and their carers
 | * Experience of working directly with individuals in a community or social care setting.
* Demonstrate a knowledge of the range of services available to service users and their carers.
* Knowledge of local facilities within the community.
* Lived experience.
 | Application / Interview |
| Knowledge & Skills | * Positive attitude towards service users and their carers.
* Ability to work under direction of co-ordinator to implement support plans
* Possess the necessary skills to encourage service users to interact and engage.
* To contribute to reviews and monitor the effectiveness of individual programmes.
* To work as part of a multi-disciplinary team with other agencies and groups.
 | * Able to contribute to the assessments of clients’ and carers needs and to the development of a support plan to meet these needs.
* Ability to refer clients to co-ordinator where appropriate
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| Specific behaviours relevant to the post | * Demonstrate the Council’s Behaviours which underpin the Culture Statement.
* Positive attitude
* Ability to work using own initiative whilst remaining within the guidelines established for this post
 |  | Application / Interview |
| Other requirements |  | * Ability to drive and access to a vehicle
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**Person Specification dated April 2021**