



Job Profile template

Community Care Worker

JOB TITLE:	Community Care Worker
GRADE:	SO1
POST NO:	22786
JOB TIER:	5 (non-management)
DBS CHECK:	Enhanced
DIRECTORATE:	Adult Social care
SERVICE:	Sustained Services

REPORTING STRUCTURE

Reports to:	Martin Rowe
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

The post holder will:

- Assess for and identify eligible needs, deploying resources which maintain and promote independence
- Review to ensure services remain appropriate to need
- Work within the statutory framework for Adult Social Care adhering to national guidance and local policy and procedures, seeking guidance where appropriate to ensure working practices are in line with legislative responsibilities and practice standards

Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- To use knowledge and skills to enable customers to live as independently as possible within the limitations of their circumstances and disabilities
- To provide a professional assessment, care management, review and rehabilitation service to people with disabilities across the borough

2. People Management

- No direct supervisory responsibility however may be required to assist in induction and training of peers and new employees.

3. Operational Service Delivery

- To work with others to ensure vulnerable adults are safeguarded from abuse
- To use the principles of assessment, care management and review to provide a person centred approach to assessment and care planning, incorporating the needs of carers and working with other disciplines to achieve effective outcomes for service users e.g. achieving rehabilitation targets

4. Service Planning & Development

- To work with others to ensure vulnerable adults are safeguarded from abuse
- To use the principles of assessment, care management and review to provide a person centred approach to assessment and care planning, incorporating the needs of carers and working with other disciplines to achieve effective outcomes for service users e.g. achieving rehabilitation targets

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Service Improvement

- To work with others to ensure vulnerable adults are safeguarded from abuse
- To use the principles of assessment, care management and review to provide a person centred approach to assessment and care planning, incorporating the needs of carers and working with other disciplines to achieve effective outcomes for service users e.g. achieving rehabilitation targets

7. Contacts

- Primary contacts: service users, carers, residents, their representative bodies, health, schools/colleges, police, voluntary agencies and other officers of the council.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Delivery against agreed Service levels, productivity measures, Department of Health targets, Department of Education targets and agreed PADA targets.

Person Specification

Community Care Worker

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Completion of a basic education that may include passes at GCSE level or equivalent	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Car Driver – with the use of a vehicle		✓
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of working with people who have disabilities in the community or social care settings – or through personal experience	✓	
Experience in the assessment and care management of older people and/or people with disabilities.		✓
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Sound ICT and administrative skills, ability to produce clear reports to a deadline for internal and external circulation, including assessments, reports, care plans and reviews	✓	
Ability to assess the community care and support needs of older people or people with disabilities	✓	
Good organisational and time planning skills; the ability to prioritise and manage casework	✓	
General knowledge of Social Services and welfare rights legislation		✓
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working	✓	

Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.		
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	

Our values	
Respect We appreciate what makes us different and include everyone.	• We recognise that we all have unique talents, skills and experiences. • We provide a professional service to our residents and colleagues and lead by example. • We celebrate diversity and ensure our working practices are inclusive.
Collaborative We believe in the power of working together.	• We work collaboratively as one council. • We promote creativity and innovation to improve outcomes for all. • We recognise the strength of sharing knowledge and experience.
Efficient We deliver the best possible outcome by carefully managing our resources.	• We are empowered to deliver the most efficient outcome. • We harness new technology and tools to deliver our services efficiently. • We look after our finances and maximise value for money for residents.
Integrity There is no gap between what we say and do.	• We choose what is right over what is easy. • We trust and support each other to get the job done. • We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.