



Stockport Council Job Description

Post Title: Community Support Worker
Service Area: Community Mental Health
Directorate: Services to People

Salary Grade: Scale 5

Post Reports to:
Post Responsible for:

Main Purpose of the Job:

The purpose of this post is to work as part of a multi-disciplinary team providing socially inclusive mental health services.

The role is based in Torkington Lodge Community Mental Health Team but there are plans to relocate the team to an alternative base in Stockport

The role is to provide support and promote a recovery focus with service users and their carers.

Job activities: Summary of Responsibilities and Key Areas:

- To work on an individual basis, in the community with service users from diverse backgrounds who present with a wide range of mental health problems, life style choices and or chaotic life styles.
- To manage your own caseload, providing a service to people within their own homes in the community.
- To participate in multi-disciplinary team meetings with the aim of sharing information and supporting colleagues.
- To support service users in making their views known.
- To deal with service user's property in accordance with procedures laid down by Pennine Care NHS Trust and or Stockport Metropolitan Borough Council.
- To observe Pennine Care NHS Trust, Stockport Metropolitan Borough Council and statutory legislation and policy procedure guidelines at all times with particular reference to confidentiality of service user's records and information.
- To undertake duties in line with our values statement.
- To advocate for service users and carers.
- To partake and utilise clinical/management supervision to develop and maintain safe practice.

Additional duties:

To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.

To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account.



Stockport Council Competency Person Specification

Post Title: Community Support Worker

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview. Any interview questions, or additional assessments (tests, presentations etc.) will be broadly based on the criteria below.

Competency	SCORE					Essential or Desirable
	0	1	2	3	4	
Experience of mental health services (as a worker, service user or carer).						Essential
Knowledge of diversity and anti-discriminatory practice / equal opportunities.						Essential
Basic food hygiene.						Desirable
Basic first aid skills						Desirable
Awareness of local services						Desirable
Knowledge of benefits/employment systems.						Desirable
An understanding of the mental health system.						Desirable
Ability to work with people who may misuse alcohol and /or drugs.						Desirable
Commitment to promoting the needs of people with mental health problems and their carer's.						Essential
Self-motivated.						Essential
Good organisations and interpersonal skills.						Essential
Empathy, compassion and patience.						Essential
Responsive to changing needs of the service.						Essential
An ability to act calmly in emergencies and to respond in a professional manner to stressful and challenging behaviour.						Essential
Be versatile, accessible and flexible in availability.						Essential
Ability to listen and communicate effectively at all levels.						Essential
Written communication skills to enable completion of records.						Essential
Ability to create innovative solutions to help empower service users.						Essential
Ability to work unsupervised in a range of settings.						Essential
Ability to form positive therapeutic relationships with service users and carers.						Essential
Ability to provide practical support with daily living activities.						Essential
Able to demonstrate a user led and inclusive approach when working with individuals.						Essential
Use of a car or suitable means of transport and ability to travel within the geographical work area. 'Alternative arrangements will be made for disabled applicants'						Essential

Willing to carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies and those of SMBC.						Essential
Ability and desire to obtain both underpinning knowledge and NVQ qualifications.						Essential
Commitment to undertake Continuing Personal Development.						Essential
Communicating Effectively						Essential
Being Customer Focussed						Essential
Effective Team Working						Essential
Personal Organisation and Effectiveness						Essential
Personal Development						Essential
Making the Most of I.C.T.						Essential
Working safely						Essential
Understands and actively supports Stockport Councils diversity and equality policy.						Essential
To meet Stockport Council's standard of attendance.						Essential
A willingness to be flexible in a changing environment						Essential

Scoring key

- 0 – Not met essential criteria
- 1 – Partially meets essential criteria
- 2 – Meets criteria
- 3 – Exceeds criteria
- 4 - Exceptional