

**Job Description**

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| **Department** | **Adults** |
| **Job Title** | Home Support Worker |
| **Grade** | D + 7% enhancement for out of hours |
| **Primary Purpose of Job** | To assist in delivering the best quality care and outcomes to individuals over the age of 18 with the aim of improvement and rehabilitation. |
| **Reporting To** | Co-ordinator Home Support Service. |
| **Direct Staffing Reports** |  |

**Main Duties**

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| **1** | Promote choice well-being and the protection of all individuals from harm and abuse, and act upon any risk of danger. |
| **2** | Deliver support as required by consulting records and care plans, and contribute to care planning and reviews as required. |
| **3** | Complete personal care, nutritional needs and moving and handling, where necessary. |
| **4** | Administer medication to individuals in accordance with agreed procedures. |
| **5** | Support individuals to regain and develop the skills to manage their lives and their surroundings and to continue therapies to support their rehabilitation at home |
| **6** | Support individuals to prepare for, adapt to and manage their new or changing capabilities in the development of their coping strategies and to identify with your manager when other services may need to be involved.  |
| **7** | Develop productive relationships with colleagues, stakeholders, carers and other individuals. |
| **8** | Receive, process and use information via information technology systems. |
| **9** | Assist service users with basic shopping ensuring purchases are made in accordance with the finance policy. |
| **10** | Adhere to the lone worker policy protocol, aided by the use of technology. |
| **11** | Assess your working environment in accordance with health and safety training. |
| **12** | Ensure you are up to date with mandatory training. |
| **Date Job Description prepared/updated:** | **March 2024** |
| **Job Description prepared by:** | **RC/CH/NT/SY/MW** |



**Person Specification**

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| **Department** | **Adults** |
| **Job Title** | **home support worker** |
| **Stage One** | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see [Carers-Charter-FINAL.pdf (gmhsc.org.uk)](https://www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-Charter-FINAL.pdf) are guaranteed an interview if they meet the essential criteria for the role  |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | The ability to communicate effectively and professionally with Service Users, Families and other professionals. | Application Form / Interview |
| 2. | The ability to undertake the requirements of the individual care plans. | Interview |
| 3. | To be able to recognise, report and act on factors or concerns that may cause danger or harm to the service user.  | Interview |
| 4. | To be able to work on own initiative and as part of a multi-disciplinary team. | Application form / Interview |
| 5. | To be able to use Microsoft Software and the internet and be able to maintain security. | Application form / Interview |
| 6. | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section  | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | To work towards attaining the appropriate care qualification and mandatory training courses on appointment. | Interview |
| 2. | Experience of caring for others in an informal capacity. | Interview |
| **3. Work Related Circumstances** |
| 1. | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | Interview |
| 2. | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | Interview |
| 3. | This role requires the job holder to work outside of normal office hours, for example at evenings and weekends, to meet the needs of the service.  | Interview  |
| 4. | This role requires the job holder to be physically fit and able to carry out aspects of the job such as lifting/carrying/standing for lengthy periods.  | Interview  |
| 6. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service with check of relevant barred list(s) | Interview |
| 7. | This post has been designated an essential car user post. You must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. You will also need adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy | Interview |
| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| **2. Experience/Qualifications/Training etc** |
| 1. | NVQ 2 in Care or equivalent or above. | Application Form /Interview |

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**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





