

Job Description

Job Title: Community Support Worker

Department: Deafblind Services

Primary Objectives:

To support people who have a sight and hearing loss or sight loss and an additional disability to become as independent as possible through supporting individual choice and control.

Main Responsibilities

1. To work on an individual basis with people who have sight and hearing loss and may have additional disability to enable people to express choice and control when accessing community facilities through the individuals choice.

2. Principles of Person Centered Support

The holder of this post is required to carry out enablement support as described by the purchaser. The Community Support Officer should always ask the individual what is required on a visit by visit basis and act upon the person's choice. The Community Support Officer must not under any circumstances make decisions about what is required without full consultation with the person they are supporting.

3. To work with people within their own homes or transport service users to agreed destinations.

4. Travel to support people to access their community through their preferred method of travel, this might be by car, walking or public transport

5. Shopping – Enabling people with sightloss and additional disability to access shops as requested by the purchaser, and to provide audio

description to the person about what is available to enable the person to exercise personal choice.

6. Finance –Enabling the individual to manage their money, ensuring choice and control. Any financial letters, statements and other correspondence, loan applications etc., must be read verbatim to ensure that the individual has all the information required to make an informed choice, in relation to their financial affairs.

7. Community – Enabling the individual to access their own community, ensuring that the person’s choice is exercised fully.

8. Communication – Enabling the person to communicate as fully as possible, in any given situation. Ensuring that at all times the individual is fully informed at any meeting. Providing access to written communication, either email, text, letters etc.

9. Interpretation – Enabling the person to participate fully in any conversation about or regarding the individual who is being supported.

10. Recreational Activities – Enabling the person to access recreational activities of their choice.

11. Socialising – Enabling the person to socialise as much as they wish within the confines of the service.

12. To be punctual for appointments and keep to timescales on work schedule at all times.

13. To write up service user records of work in accordance to service requirements.

14. To work within Vista’s monitoring policy and procedure

15. To manage time and appointments to maximise punctuality and to be considerate of the client needs and notify them if there is any change to their appointment time.

Resources (refer to Guidance Notes) :

a) People

To meet with the coordinator as appropriate to the community support workload. Support people with a dual sensory loss on a one-to-one basis.

Meet with families/carers of the person undergoing as necessary. Contact Social Work teams and any other agencies which may aid in the community support process. Contact with Health Care professionals.

Support the person through a Community Care Reviews as necessary.

b) Financial

No responsibility for budgets, grants or financial process within Vista. Externally aid people to understand their own finances.

c) Non-financial

Keep correct records of visits and the community support process

d) Special Factors

Physical: Guiding, lifting, including wheelchairs in and out of cars. Carrying shopping whilst guiding, wheelchair use.

Environmental: The nature of the role means a community support officer can be in any internal or external environments.

Working in the home environment, supermarkets, hospitals, vets, banks, doctor's surgeries and rural settings i.e. parks etc. The role also means the community support officer will be out in all weather conditions.

People: People who have a dual sensory loss can be very isolated so the community support officer will need to be empathetic to all emotional situations which may arise.

Additional responsibilities

- 1) To ensure activities comply with current law
- 2) To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation
- 3) To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working

Prepared by: JD

Date: 07/01/2015

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training		<ul style="list-style-type: none">• Trained Intervenor• BSL level 2	
Experience	<ul style="list-style-type: none">• Experience with visually impaired people preferably in a variety of settings• Experience in supporting people in communication• Experience in supporting people to develop social interaction	<ul style="list-style-type: none">• Work with older people• Experience of working with people who have a learning disability	

	<ul style="list-style-type: none"> • Experience in supporting people to have autonomy and make choices • Experience of writing up case notes • Experience of working to deadlines • Experience of collating statistics 		<ul style="list-style-type: none"> • Test at interview
Skills & Knowledge	<ul style="list-style-type: none"> • Proven written and verbal communication skills and excellent interpersonal skills • Ability to work as a member of a team • Ability to work under pressure and meet deadlines • Ability to keep concise and accurate records • Knowledge, skills in the use of ICT including Access and Microsoft word. 	<ul style="list-style-type: none"> • Knowledge of latest Government initiatives in the social care agenda. 	<ul style="list-style-type: none"> • Application form and interview
Personal Qualities	<ul style="list-style-type: none"> • Patience • Excellent communication • Good Interpersonal skills • Ability to understand each person as an individual • To be encouraging and non-judgemental • Empathetic 		

	<ul style="list-style-type: none">• The ability to prioritise outcomes		
Other	<ul style="list-style-type: none">• Ability to work flexibly	<ul style="list-style-type: none">• To provide out of hours service to meet service users' needs if necessary.	