

Job Description – Care Support Worker (CSW)

Work base: Any designated location

Responsible to: Registered Manager or designated Line Manager

Main Purpose of Job

Spectrum aims to promote the health, development and wellbeing of the individuals it supports, whilst developing and nurturing their specific interests so that they can achieve their full potential.

We support people by using person centred techniques to enable the individual to make choices, live a fulfilling life and engage with society. Spectrum recognises the ultimate value of the individual and their right to be treated with dignity and respect and to participate in community life.

To support Service Users to have an excellent quality of life in a valuing and dignified manner, empowering and enabling Service Users to reach life goals and promote independence. This may include emotional, personal, physical and social support.

To assist the Registered Manager and team members in maintaining a high standard of care practice in accordance with the philosophy and aims and objectives of Spectrum.

Functional Links

Service Users, Service User families, Sponsoring Authorities, Regulatory Bodies, Partner Organisations, Suppliers and other stakeholders.

All team members, Deputy Managers, Registered Managers, Regional Managers, Senior Management Team, Chief Executive Officer, Trustees.

Key Aims

1 Service Users

- ▶ To assist the Registered Manager and the Management Team in maintaining a happy, stimulating and secure environment for all service users.
- ▶ To maintain a high level of service user supervision/support at all times.
- ▶ To contribute to the assessment of the needs of individual service users, and to the formation of programmes to meet those needs. These programmes will include educational, social, vocational, physical, life skills and therapeutic activities.
- ▶ To support service users in these activities and contribute to the recording and evaluation of these activities.

- ▶ To ensure that service users' medications are administered as prescribed by the General Practitioner and recorded, as required.
- ▶ To attend internal and/or external case conferences, reviews and meetings as required.
- ▶ People with Autistic Spectrum Disorders (ASDs) can present difficult-to-manage or challenging behaviour. This may on occasions necessitate having to physically intervene or remove service users from potentially difficult and/or hazardous situations in line with their agreed behaviour management programmes, and Spectrum's physical intervention policies. All team members working with service users undertake intensive training in positive behaviour management (PBM) techniques, and these are the only techniques permitted to be used.

2 Administration

To carry out delegated administrative functions as and when required by the Line Manager. These may include:

- ▶ Service users' case records
- ▶ Financial records - including service users' personal money, clothing allowances, petty cash
- ▶ Medication records
- ▶ Vehicle checks
- ▶ House safety checks
- ▶ Other relevant functions
- ▶ Update EasyLog system.

3 Other Duties

- ▶ In order to ensure high standards of care practice throughout the service, it will be necessary to undertake a range of normal domestic, self-care and/or social skills tasks, many with service users, to include: cooking; cleaning; washing; ironing; vacuum cleaning; personal care; driving company vehicles.
- ▶ To undertake sleep-in duties for which an allowance is payable.
- ▶ To undertake appropriate professional training and development, including the Care Certificate and the Apprenticeship Level 2 in Health and Social Care, as detailed in the Spectrum Training Plan. Also undertake additional professional training and development to enable the CSW to undertake this role.
- ▶ To participate fully in developing and maintaining a cohesive team approach to all aspects of the work of Spectrum.
- ▶ To maintain good professional relationships with other team members, and other interested parties, including parents, families and social workers.
- ▶ All the above to Spectrum policies, agreed quality standards and systems in line with



the Autism Accreditation Services Process and the requirements of the Care Quality Commission (CQC) or Ofsted.

4 Confidentiality

To maintain confidentiality for all areas of Spectrum, its team and its work. The nature of the work within the Service entrusts people with confidential information about people with autism, their families, carers and team members. **Any breach of confidentiality will constitute gross misconduct.**

5 General Responsibilities

- ▶ Co-operate with all Spectrum team members in maintaining good relationships with outside agencies and the general public in order to uphold Spectrum's image and win increased support for its work.
- ▶ Promote a positive image of Autistic Spectrum Disorders and the service at Spectrum.
- ▶ Ensure that your conduct at all times does not conflict with professional expectations of Spectrum.
- ▶ Actively support and promote Spectrum and all its policies including Equal Opportunities.
- ▶ Attend and actively participate in team meetings and training as required.
- ▶ Ensure the respect, dignity and rights to privacy of all service users
- ▶ Participate in regular meetings including Supervision sessions with your Line Manager.
- ▶ Carry out any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by Management.

Please Note:

The job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

If you take up employment with Spectrum, this is on the understanding that the first six months constitute a probationary period.

This post is subject to an enhanced Disclosure and Barring Service (DBS) Check, with a check of the barred lists for both adults and children's.

Spectrum will initially pay for your first enhanced DBS check and then claim back half of the payment from your first month's pay

Further information is available from the DBS information line on 0870 90 90 811

Specific Job Requirements

JOB REQUIREMENTS	DESCRIPTION
Skills	<ul style="list-style-type: none"> • Clear oral communication skills (essential) • An ability to produce clear accurate records (essential) • An ability to follow Spectrum policies, procedures and guidelines (essential) • Confident nature when working by self and/or part of team • Consistently good stress tolerance • Consistently good attendance record • Good physical fitness in order to move, physically intervene or remove service users from dangerous situations. • Good ability to communicate clearly and quickly in the event of an incident and with your team generally. • Good ability to deal with potentially stressful environment of verbally or physically challenging service users. • Good ability to think and act quickly to intervene or take appropriate action in the event of challenging situations. • Good physical fitness in order to undertake and pass Positive Behaviour Management (PBM) training for carrying out the actions described above.
Specific Knowledge Qualifications	<ul style="list-style-type: none"> • The Care Certificate, or a commitment to work towards the completion of this certificate within the first 12 weeks of your probation period. (Essential) Note: <i>If you have a relevant NVQ or Diploma in Care then you will not have to undertake the Care Certificate.</i> • A basic knowledge of Autistic Spectrum Disorders (ASDs) and related disorders or a commitment to attend all relevant inhouse training to gain basic knowledge in this area. (essential) • Experience of being part of an effective team (desirable)
Additional skills, knowledge and qualifications which would add to job performance.	<ul style="list-style-type: none"> • A full, clean driving licence (Desirable) • An ability to initiate and engage people with ASDs in a wide variety of social, educational, vocational, recreational and domestic activities (Desirable) • An experience of working within a social/healthcare setting within the community (Desirable) • Ability to use initiative (Essential)

	<ul style="list-style-type: none"> • Assertiveness • Decisiveness
--	---

Key Behaviours

Team Work and Communication:

- ▶ To build constructive and positive working relationships and maintain good communication with your team, management colleagues and the wider organisation.
- ▶ To demonstrate the capacity to communicate risks to the organisation through the correct management channels within Spectrum.

Service Development:

- ▶ To achieve continuous improvements in the delivery of service in both quality and efficiency of processes. To identify and share good practice across the team/organisation.
- ▶ To take active steps to identify and minimise operational and systemic risks to the organisation.

Autonomy & Initiative

- ▶ To demonstrate the capacity to self-manage your time and to prioritise actions to achieve goals in a timely manner.
- ▶ To demonstrate the capacity to take well-judged decisions independently and to refer decisions to your line manager.

Value Base:

- ▶ To actively identify and work on your Continuing Professional Development including maintaining an up to date awareness of sector developments and changes in the regulatory framework.
- ▶ To maintain an absolute confidentiality concerning the personal details and lives of service users, the company's financial status and business plans that are not in the public domain and any other information that you could reasonably be expected to understand is confidential.
- ▶ To actively and positively contribute to the job-planning process and complete any actions in timely manner.
- ▶ To work at all times in accordance with the Health & Safety at Work Act 1974 and to follow all company procedures and guidelines which assist this.
- ▶ To work at all times demonstrating respect for the dignity of service users, their families and colleagues in accordance with Spectrum's Value Base Policy.
- ▶ To undertake such other duties as may be required within the general scope of the job.

Working Conditions of this post

The working conditions of this post are indicated below.

Travel

The organisation has over twenty homes in Cornwall. You may be required to work at **any** homes in the organisation within reasonable distance of home and/or usual base, and, through negotiation, may be asked to visit or work at other homes further afield. It is for this reason that you will need to ensure you have Business Use included on your car insurance.

Unsociable Hours

In order to provide high quality services 24/7, you must have sufficient flexibility to fit in with staffing rotas that are required to maintain these standards of service.

The post necessitates day, weekend, and evening shift working. Your shifts will vary from week to week, as they are apportioned as fairly as possible on a 'rolling rota' basis.

Changes to the rota may occur from time to time. Shifts times vary between establishments.

Some weekend work is a requirement of this job role each month. Our aim is one weekend on and then one weekend off. However, staff training, sickness, annual leave and vacancies will dictate how often weekend work is required within each home's rolling rota.

All contracted persons (except waking-night staff) will be required to undertake sleeping-in duties each month. A set amount of money is paid for each sleep in.

Part Time Contracts

Those working on a part time contract will be on a rolling rota basis and will be expected to adhere to the shifts indicated by the rota as determined by the unit manager.

Work Place

Any designated Spectrum establishment.

Pressures inherent in job

- People and time management
- Challenging service user group
- Changing/expanding organisation and service
- The job can be physically and mentally demanding
- Maintenance of high professional standards

Conditions

Hours per week: Full time 39. Part time 20 or 30.

Holiday entitlement: 25 days annual holiday, plus eight days Bank Holidays or eight days in lieu of Bank Holidays.