

Lancashire County Council

Combined Role Profile

Grade Profile - Grade 3 – Support Roles

Applies to **all** posts at Grade 3

Purpose To carry out a range of tasks in support of, or the delivery of, the service.
Scope of Work Role holders will undertake a range of routine procedures and use associated tools and equipment. Some personal initiative will be required.
Accountabilities/Responsibilities The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role. ▪ Solve straightforward problems; or ▪ Exchange routine information with members of the public; or ▪ Carefully use expensive equipment; or ▪ Handle and process information; or ▪ Instruct, and check the work of, others; or ▪ Personal care tasks such as the administration of prescribed medication or the provision of support to passengers who require physical or medical intervention.
Skills, knowledge and experience ▪ Experience or the ability to demonstrate the competence to carry out the job. ▪ Possession of, or the ability to demonstrate the capability to gain, relevant certificates of competence or equivalent where applicable. ▪ The ability to work without close supervision. In addition to the skills, knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.
Performance Indicators ▪ Completion of tasks to required standards and deadlines.

Lancashire County Council

Operational Context Form

Post title: Community Support Worker Grade 3 *(Please select from one of the prescribed generic job titles)*

Directorate: Adult Services Health & Wellbeing			Location:	East/Central/North	
Establishment or team:		Lancashire Adult Disability Services		Post number:	
Grade:	Grade 3	Staff responsibility:	No	Essential Car user:	No

Scope of Work – appropriate for this post:

- To work within the ethos and values of the Adult Disability Service which provides high quality supports that afford people dignity and respect in accordance with the principles of person centred practice
- Support people with a range of disabilities, which may include supporting people who have complex health or behavioural support needs to gain more control over their lives and to maximise their inclusion and participation within their own community according to their interests, needs and wishes
- To provide support and cover on a rota in the absence of contracted staff
- Enable individuals to achieve planned goals and personal outcomes
- Support people within a range of settings as required – building or community based including working within the family home where appropriate.
- Promote Equality and Diversity within the service and the wider community
- Provide safe, flexible and responsive supports in line with current statutory requirements and legislation
- Casual staff may be expected to work at different locations across the district and be able to work a range of shifts that can include evenings, weekends, sleep ins and Bank Holidays

Accountabilities/Responsibilities – appropriate for this post:

1. To support people with disabilities using person centred approaches to enable people to achieve positive outcomes as defined in their support plan
2. To maintain complete and accurate records relating to the individual in accordance with agreed policies and procedures including:
 - a) Financial expenditure on behalf of the individual
 - b) Daily records - personal care records, team communication records etc
3. To enable people to become active and valued members of their own communities
4. To ensure any needs from the health action plans are implemented
5. To support people with dignity and respect in order to meet their day to day needs, including:
 - a) physical support particularly around moving and handling
 - b) personal care
 - c) administration of medication
 - d) engaging people who challenge and who also require consistency in how they are supported
 - e) domestic tasks and food preparation
6. To work as a team member including:
 - a) the use of good written and verbal communication
 - b) demonstrating a willingness to share duties

- c) supporting each other and applying consistent working practices
- 7. To support people as required to access a range of opportunities and experiences, either from their own home or in a community setting, including:
 - a) employment and volunteering
 - b) adult learning
 - c) social and leisure
 - d) household tasks
- 8. To work in accordance with National and Adult & Community Services policies and practice guidelines at all times, including:
 - a) Service specific operational policies
 - b) Health & Safety
 - c) Confidentiality
 - d) Safeguarding Adults
 - e) Business Planning Process
 - f) Care Quality Commission
 - g) Information Governance and Data Protection
- 9. To attend training and team meetings as required

Additional Supporting Information – specific to this post:

- 1. Responsibility for the security of buildings, equipment and resources as directed by the line manager.
- 2. To be required to drive Motability vehicles, hire cars or privately owned vehicles registered to people using the service.
- 3. You may be asked to use your own car or public transport for business purposes as agreed by your line manager e.g. to attend training or meetings. In certain circumstances consideration may be given to applicants who as a consequence of disability are unable to drive.
- 4. All new appointments will be required to complete a programme of induction and mandatory learning.
- 5. Attendance is required on all mandatory training
- 6. Attendance will be required on further specialist training to support an individual's health or social care needs
- 7. Display the LCC values and behaviours at all times and actively promote them in others

Prepared by:	Mary Lawrenson	Date:	August 2011
Reviewed:	Nicola Clear		July 2016

The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Lancashire County Council

Person specification		
Post title: Community Support Worker Grade 3		Grade: Grade 3
Directorate: Adult Services Health & Wellbeing		Post number:
Establishment or team: Lancashire Adult Disability Services		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications		
NVQ level 3 Health & Social Care	D	AF/I
City & Guilds Induction Programme	D	AF/I
Experience		
To have worked in a team	D	AF/I
To have worked independently, being accountable to supervisors	D	AF/I
To have had some experience of a support or care role	D	AF/I
To have worked with people from different cultures and religious communities	D	AF/I
Knowledge and skills		
Understand the needs of adults with a disability – including those with more complex needs and additional needs – and of the implications for planning and providing effective support to them and their carers	D	AF/I
Ability to communicate clearly and effectively using a range of methods to suit different situations, maintaining confidentiality within current guidelines	D	AF/I
Ability to help others communicate and to advocate on their behalf where necessary	D	AF/I
Ability to work without direct supervision	E	AF/I
Ability to carry out aspects of personal care, including for people who have profound and complex disabilities and additional needs, to ensure that the dignity of the individual is maintained at all times	E	AF/I
Ability to keep accurate records	E	AF/I
Ability to attend work as agreed, demonstrating effective time keeping and being able to work independently with guidance	E	AF/I
Ability to work as part of a team and demonstrate a positive attitude	D	AF/I
Knowledge of local community facilities and services like leisure and education services	D	AF/I
To have knowledge of the cultures and religions of the communities of Lancashire	D	AF/I
General knowledge of current legislation and policy relevant to the support of individuals with disabilities	D	AF/I
Knowledge of other cultures and faiths and ability to work with people from other cultures and faiths	D	AF/I
Ability to support activities to enable individuals to achieve positive outcomes	D	AF/I
An understanding of and positive approach to supporting adults who display challenging behaviour.	D	AF/I

Other (including special requirements)		
• Commitment to equality and diversity	E	I
• Commitment to health and safety	E	I
• Requirement to attend relevant training	E	I
• Display the LCC values and behaviours at all times and actively promote them in others	E	

Prepared by:	Mary Lawrenson	Date:	August 2016
Reviewed:	Nicola Clear		July 2016
Note: We will always consider your references before confirming a job offer in writing.			

LANCASHIRE COUNTY COUNCIL

PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

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Team/Establishment	Lancashire Adult Disability Services
Post title	Community Support Worker Grade 3
Description of main activities the employee will be required to undertake (or attach role profile) See Role Profile and Operational Context form	
Form completed by: (print name) Nicola Clear	

A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights (<i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc</i>).	☐	☒
2	Work in excessively noisy environments above statutory control limits (<i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc</i>).	☐	☒
3	Work in unusual environmental conditions (<i>e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required</i>).	☐	☒
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (<i>e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc</i>).	☐	☒
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	☒	☐
6	Some contact with hazardous substances (<i>e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves</i>).	☐	☒
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	☐	☒
8	Work with lead or lead-based products (<i>e.g. some paints</i>).	☐	☒
9	Food handling/preparation (of raw or uncooked food only).	☒	☐
10	Occupational fieldwork or work in extreme conditions (<i>e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work</i>).	☐	☒

B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

This section is for the information of applicants and does not facilitate a referral to Occupational Health.

		YES	NO
11	Face to face contact with the public/service users (<i>e.g. at sensitive front line posts re abuse, aggression, assault</i>).	☒	☐
12	Working in isolation/lone working.	☒	☐

13	Work with electrical wiring (<i>e.g. colour blindness</i>).	☐	☒
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (<i>e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers</i>).	☒	☐
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (<i>e.g. risk of weils disease, other animal borne diseases, zoonoses</i>).	☐	☒
16	Manual handling (<i>other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities</i>).	☒	☐
17	Working with vulnerable service users (<i>e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers</i>).	☒	☐
18	Work involving repetitive movements or forced posture (<i>e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling</i>).	☒	☐
19	Work as a regular display screen user (<i>where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period</i>).	☐	☒

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

Head of Service/Headteacher/Line Manager (<i>please print</i>)		Nicola Clear	
Telephone Number:	01524 585989	Date:	July 2016