

## JOB ROLE PROFILE

**Generic Job category: Care and Support** roles are customer facing, front-line delivery roles that require specific knowledge and skills relating to a specific subject area and that are aimed at delivering support services to a variety of clients and in a range of settings.

Post Title and Number: Support Worker – Scale 5

Present Grade: 5

Service/Section/Team: Outreach Team – Independence & Well Being Enfield

Reports to (title): Team Leader

Standard hourly rate: £13.03

To apply to join the Talent Bank for this role - Please complete your C.V detailing work experience and qualifications and email to **talent@iwenfield.co.uk**  
All areas will be explored further if your application proceeds to interview stage.

Please note this work is being offered on an “as and when” basis and you will not be an employee of Independence & Well Being.

We look forward to receiving your application.

### Purpose of the Role:

Provide high quality and comprehensive support to the service user and empower them to plan, work towards and achieve their care and health outcomes.

Contribute to efficient service delivery as an individual and as part of a team, in accordance with local policies procedures and legislation.

### Supervisory responsibility:

No direct supervisory responsibility but would be expected to assist with the induction of staff, including on the job training of colleagues.

### Key Accountabilities:

Insert the most important and frequent accountabilities first.

1. As required within the service, work with service users to assess, design, plan, implement and support care plans/management of cases as directed by the line manager to maximise individual service user opportunity and development.
2. Assist with establishing, developing and sustaining effective working relationships with service users.
3. Provide appropriate and practical assistance and support to meet the needs and requirements of service users, individually and as a team.

4. As agreed within the service to undertake the role, duties and responsibilities of a key/case worker.
5. To assist the Manager/Team Leader in ensuring that service users have appropriate access to advocacy and where appropriate to the service, are empowered to self advocate.
6. Actively support and promote the inclusion and participation of service users using a range of interventions e.g. group work, user participation.
7. As discussed with the line manager, undertake relevant training and contribute to team workshops and other learning opportunities to promote good practice.
8. Co-operate and work with other professionals, carers and professional agencies involved in supporting service users and their families.
9. Be an active and constructive member of the team and assist in planning and implementation of events, groups and outcomes that achieve positive outcomes for the service and service users.
10. Work effectively to meet goals and targets and work to required deadlines, adhering to Departmental/service specific procedures, systems and policies i.e. Medication Policy, Enfield Council's Code of Conduct and related policies i.e., Equalities & Diversity, Data Protection, Confidentiality etc.
11. Comply with Enfield Council's financial regulations and be aware of the resources available within the specialist area, including other sources of funding so that maximum benefit is obtained for service users within budget.
12. Comply with a range of statutory requirements and legislation as directed by the line manager.
13. Comply with Enfield Council's data management policies and maintain accurate and up to information using the electronic recording system.
14. Carry out all accountabilities in compliance with Independence & Well Being /Enfield Council's Policies and Procedures.

The range of outcomes we expect you to do are set out above, however this is not intended as a complete description of your job. We reserve the right to ask you to undertake any tasks that are consistent with the grade to ensure effective service delivery. This may include working in any other service areas, including the Customer Access Service, and /or vary hours of work, as may be reasonably required of you.

#### **Key Relationships (Internal and External):**

Internal – All staff within Independence & Well Being

External –Enfield Council departments, members of the public, service users, carers and families, Agencies, Health professionals, statutory and voluntary organisations

#### **Equality and Diversity:**

Independence & Well Being has a strong commitment to achieving equality in its service to the community and the employment of people and expects all staff to understand, comply with and promote its policies in their own work.

Generic Job Role

Job Category: Care and Support

Last reviewed: Oct 2019

### **Health and Safety:**

The post holder shall ensure that the duties of the post are undertaken with due regard to Enfield Council's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health & Safety Policy, Group Safety Policy and staff information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

#### **Corporate Health and Safety Responsibilities**

All staff have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;
2. Following safety rules and procedures;
3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and
4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Staff shall co-operate with the company by allowing it to comply with its duties towards them. This requires staff to:

- take part in safety training and risk assessments and suggest ways of reducing risks; and
- take part in emergency evacuation exercises.

Staff shall report all accidents, 'near miss' incidents and work related ill health conditions to their manager/supervisor/team leader.

Staff shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as staff, line manager, Director of the company.

### **Information Security:**

In order to protect the confidentiality, integrity and availability of Enfield Council information, including information provided by customers, partner organisations, and other third parties, where applicable, staff will comply with the Enfield Council's Information Security Policy.

### **Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice:**

Independence & Well Being is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Company will ensure that recruitment policies and practices are

robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of, and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Independence & Well Being.

## SCALE 5 GENERIC JOB – PERSON SPECIFICATION

**Job Title:** Outreach Support worker

**Grade:** 5

**Department:** Independence & Well Being

**Team:** IWE Outreach Team

| <b>COMPETENCIES:</b>   | <b>Please rank the top 3 (from 1-3*) most important competencies for the role</b> | <b>HOW TESTED</b><br>HR will assess Redeployee                      |
|--|---|---|
| <p><b>Self Control and Confidence:</b></p> <ul style="list-style-type: none"> <li>• interacts confidently with others and show confidence in own abilities</li> <li>• positive can do attitude</li> </ul> <p><b>Integrity and Self Knowledge:</b></p> <ul style="list-style-type: none"> <li>• honest and trustworthy</li> <li>• values difference and shows respect and sensitivity towards others</li> </ul> <p><b>Planning and Organising:</b></p> <ul style="list-style-type: none"> <li>• meets and on occasions exceed targets and deadlines set</li> <li>• prioritises and organises own workloads</li> </ul> <p><b>Working in Partnership:</b></p> <ul style="list-style-type: none"> <li>• works effectively and co-operatively with others</li> <li>• shows commitment to work as a team member with colleagues</li> </ul> <p><b>Achieving Excellence:</b></p> <ul style="list-style-type: none"> <li>• motivated and understands the need to provide excellent service</li> <li>• delivers high standards of work</li> <li>• rapidly acquires skills to deliver good results</li> </ul> <p><b>Customer and Community Focus:</b></p> <ul style="list-style-type: none"> <li>• communicates effectively in a clear and logical manner</li> <li>• a good understanding of delivering excellent customer service</li> </ul> | <p>1</p> <p>2</p> <p>3</p>  | <p>All to be tested at Interview and Competency Assessment Tool</p> |

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|---|--|--|
| <p><b>Change:</b></p> <ul style="list-style-type: none"> <li>• understands and delivers organisational values</li> <li>• makes a positive contribution to the implementation of change</li> </ul>   |  |  |
| <p><b>Technical and Professional Skills:</b> In this section, you should briefly outline any technical aspects of the job, such as the need to use a specific IT system or financial accounting knowledge. You should not detail too much information – a maximum of three bullet points is permitted.</p> <ul style="list-style-type: none"> <li>• NVQ/QCF level 3 in HHASC or equivalent</li> <li>• Good It skills</li> </ul> |  |  |
| <p><b>Desirable Criteria</b> – list a maximum of two criteria which you would want applicants to demonstrate</p> <ul style="list-style-type: none"> <li>• Knowledge of Care Quality commission standards</li> <li>• Experience of supporting vulnerable adults</li> </ul>   |  |  |

\* HR will use the competency assessment tool to ensure that individuals matched to jobs, under the Redeployment process or who are invited for an interview achieve the highest ratings for your top 3 competencies. Those candidates that require development in some areas will be discussed with you.