



Cumberland Council

Post Specification

Date	February 2023
Post Group Number	7118
Post Title	Extra Care Housing Support Worker
Job Family	People Care and Development
Job Family Role Profile	PCD3
Final Grade	Grade 5 (Inc. JWCs)

To be read in conjunction with the job family role profile

Service Area description

Extra Care Housing support is delivered as part of Provider services and Care Services Cumberland.

The schemes are purpose built by housing providers and the support is delivered in partnership with these providers, this is delivered across 24 hours and is delivered to individuals within their own home.

Purpose of this post

To support with activities of daily living, enabling individuals to remain in their own homes. This involves the delivery of compassionate and caring support to meet the assessed needs of the service user, as identified in their individual strength based support plan. Making sure that they have choice of how they receive support required whilst ensuring dignity and respect at all times within the environment in which they choose to live.

Key job specific accountabilities

1. In line with the strength based support plan, provide caring, compassionate, personal, social and emotional support to adults in the community. This is varied and personalised and may include support with personal hygiene, getting in/out of bed, meal preparation, nutrition and hydration, administering medication and supporting with any other identified needs.
2. Safeguarding the security and welfare of the service user. Report and act in line with safeguarding policy and guidance. To escalate and seek appropriate support from other professionals such as GP's, supervisors or emergency services as and when the situation demands. This could include periods of ill health or concerns around safeguarding.
3. Using effective communication skills; work with the supervisor, manager and colleagues on a daily basis to ensure that the needs of the service users are met and any changes are appropriately communicated, accurately recorded and acted upon as necessary.
4. To complete all mandatory training and take responsibility for highlighting any additional specific training needs which would benefit both staff member and service user, feeding this information back to the support at home supervisor. Attending supervision, appraisal and bi monthly team meetings as required to ensure robust communication between staff, allow team brief to be cascaded and the sharing of best practice.

5. Throughout all work activities, promote and demonstrate best practice at all times in accordance with Cumberland Council's policies and procedures. Ensuring adherence to the Care Quality Commission and other regulatory bodies requirements.

Please note annual performance targets will be discussed during the appraisal process

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Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • None
Staff Management Responsibilities	<ul style="list-style-type: none"> • None
Other	<ul style="list-style-type: none"> • None

Essential Criteria - Qualifications, knowledge, experience and expertise

- To have or be prepared to undertake QCF Level 2 in Health and social care within 12 months of appointment.
- Ability to work with colleagues in a way that shares and promotes best practice at all times
- Experience of providing support in an empowering way to promote independence
- Knowledge of CQC and the regulatory role.
- To demonstrate excellent communication skills, both written and verbal
- Ability to provide support in a non-discriminatory way, treating people with dignity and respect at all times.
- Demonstrate confidence to work on own initiative as well as effective team working to support the delivery of a quality service.
- Experience of supporting people with medication and identified health tasks; including the ability to administer medication if and when required.
- Demonstrate a willingness to be flexible to meet operational requirements and the changing needs of service users.

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
 - DBS Enhanced – Adults

Job working circumstances

Emotional Demands	<ul style="list-style-type: none"> • There will be a requirement to occasionally support individuals with emotional needs
Physical Demands	<ul style="list-style-type: none"> • There will be a need to support with manual handling, which may on occasion require support of two support workers.
Working Conditions	<ul style="list-style-type: none"> • Predominantly indoor working with requirement to support with personal care needs.

Other Factors

- There will be a need to respond to service users who will not always be accessible via public transport; therefore there is a requirement to travel independently via a motorised vehicle due to the geographical dispersal of the staff and service users throughout the division.
- The service operates over a 24 hour period so there will be shifts worked across both nights and days.