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Job and Person Profile

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| **Job title** | Bank Support Workers |
| **Grade and Salary** | Grade 4 – £13.41 per hour plus paid travel time and mileage |
| **Directorate** | Adult and Community Services |
| **Service area** | Home First |
| **Team** | Various |
| **Location** | Various |
| **Hours per week** | As and when required.  Flexible hours based on your availability.  Working mornings, afternoons or evenings over weekdays and/or weekends. |
| **Status** | Flexible bank staff, no guaranteed hours, zero hour contract. Permanent. |
|  | Please indicate on your application, what hours you are applying for and your availability. |

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| **Main purpose of the job** |

* Support and promote independence and meet the immediate needs of new referrals to the service
* Inform and promote future options for meeting customer’s long-term needs where these remain following Home First interventions/enablement.
* Contribute to customer ongoing reviews to promote customer’s views and share information on Home First understanding of areas of need.

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| **About the team** |

Home First provides a short term re-ablement care and support service to people living in their own homes. This may be following a stay in hospital, an illness or crisis at home or help to avoid an admission in to hospital. You will be working closely with our colleagues from ACS Cluster Teams, Independent Providers, Health, the Boroughs and Districts, the Multi Agency Safeguarding and a wide range of agencies such as those in the voluntary sector.   
  
www.suffolk.gov.uk/your-council/about-suffolk-county-council/adult-and-community-services

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| **What you will be expected to deliver in the role** |

* To promote the independence of customers in accordance with Home First Care Plans/Short term enablement plans.
* Assist customer with dignified and intimate personal care needs, whilst actively promoting re-enablement *and/or maintain an achieved goal.*
* Provide general advice and guidance to customers to enable them to make informed choices and to inform and promote their options for personal choice.
* Establish and maintain effective and positive relationships with customers and family carers, to promote the health, well-being and independence to the customer.
* Engage with customers, family carers and others to promote, inform and explore alternative ways to meet *and maintain* their long-term needs.
* Inform and promote a range of services to help people live independently and safely at home.
* Monitor customers progress against Home First care plans and complete records as required to inform the ongoing review process.
* To maintain and contribute to accurate and comprehensive records to support the care plan and inform the review process.
* To provide regular feedback to Team Leaders on progress made by each customer and to report their changing needs and circumstances, seeking advice and guidance as required.
* To take responsibility for developing and updating own working practice, skills, knowledge in line with CQC standards.
* To undertake all responsibilities according to the policies and procedures detailed by the County Council.
* Contribute to the culture of Health & Safety for all customers, staff and public.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**The below lists what you need in order to work as a Reablement *and* Support Worker.**

**If you don’t possess all of the essential criteria please don’t let this put you off, you may still be a great candidate. If you have any doubts, please speak to one of the contacts on the advert.**

**Qualifications and professional memberships**

* NVQ Level 2 or equivalent or the equivalent knowledge
* Successful completion of carer induction programme

**Values and personal qualities**

* A passion for improving the lives of people who access our services
* Ability to remain calm in stressful situations
* Ability to work with customers and colleagues in a way that is respectful and promotes dignity
* Demonstrates compassion, empathy and a caring attitude
* Demonstrates personal values and behaviours aligned to our corporate [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) values.
* Passionate about making a positive difference for Suffolk

**Specialist knowledge skills and experience**

* Basic knowledge of first aid
* Manual Handling Skills
* Knowledge of Health and Safety procedures.
* Knowledge of infection control procedures
* Full knowledge of domestic equipment within the home environment, to be able to provide active support to the customer.
* An awareness of the use of dosset boxes (pill organisers) and how to assist the customer to use them safely.
* Basic literacy and numeracy skills, to keep accurate customer records, compile time sheets etc.
* Basic IT skills, including use of Smartphones
* Experience of working in a caring environment.
* Ability to interact with customer to find creative ways of providing active support and enabling them to live more independently in accordance with the care plan, including planning a programme of activities, and providing general advice and guidance in order to promote independence within their own community.
* Effective communication to work closely with customers and family carers in order to promote independence.
* Ability to treat customers with respect and dignity and support/communicate with customers in the way they choose.

**Additional requirements**

* An enhanced DBS check is required for this role
* Access to personal transport is required to travel to customer’s homes, often in rural locations
* The ability to “think on feet” and make immediate decisions as required, e.g. knowing when to seek medical help for customers and refer to team leaders.

**Travel requirements**

This organisation positively encourages the use of technology to communicate and engage, but in this role you will need to operate across a wide and rural area, so you must either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

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| **W** | **Wellbeing** – Looking after yourself and each other #oneteam |
| **E** | **Equality** – Respecting, valuing, embracing, and celebrating everyone’s unique differences |
| **A** | **Achieve** – We are the best we can be |
| **S** | **Support** – We work as one team |
| **P** | **Pride** – We are passionate about making a positive difference to the people and place of Suffolk |
| **I** | **Innovate** – We believe that every penny counts and every minute matters |
| **R** | **Respect** – We give and earn respect |
| **E** | **Empower** – We empower, encourage, and motivate |

Visit our [**careers pages**](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-aspire-values/) for more information on our ASPIRE values.

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| **Guaranteed Interview Schemes** | If you are a care leaver or have a recognised disability, please tell us on your application form and we offer a guaranteed interview for those who meet the essential criteria from the role. |
| **Reasonable Adjustments** | If you have a disability or long-term illness that may prevent you from meeting any of the essential criteria, please contact us to discuss whether a reasonable adjustment can be made.  **Tel: 03456 053 000 Email:** [**recruitment@suffolk.gov.uk**](mailto:recruitment@suffolk.gov.uk) |

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| We offer a fantastic working environment including diverse and active staff networks,  great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents. Visit the **Working for Suffolk County Council** page on our website to learn more. |