



RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Position Title: Integrated Support Worker

Grade: 4

Directorate: Adults & Health

Department: Community Support Services Micare

Responsible to: The Registered Manager Community Support Services Micare

Purpose of the Job:

To support adults who are frail, recovering from illness or injury, and living with long term and/or complex conditions with activities of daily living, both at home and in the community.

To provide a relationship based support service, focusing on assisting people to restore their optimum level of independence whilst improving a person's health, wellbeing and quality of life.

To use person centred approaches to enable people to make their own choices and have control over the support they receive.

To be the main point of contact for people receiving services between health and social care services, removing barriers and repetition.

Main Responsibilities:

1. To work with people in a way that continually demonstrates a focus on being person centered and relationship focused. Spend time getting to know those supported by listening and engaging with them in a way that responds to who they are, developing a relationship that supports the role of an 'attached professional'. Ensure all controlling elements of care are removed.
2. Support the development of person centred planning, ensuring each individual's plan has meaningful and achievable goals with positive outcomes that meet aspirations as well as needs
3. To work with people based on a detailed understanding of their needs and wishes as described by the person themselves, using a supportive and motivational approach to actively promote ability, resilience and independence. Respond appropriately and flexibly to the needs, feeling and wishes on every visit.



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4. To undertake a range of social care tasks such as washing, dressing/undressing, showering and bathing, meal preparation, and domestic activities.
5. To undertake specific health related tasks under clinical supervision, and implement plans of support developed by members of the multi- disciplinary team following training e.g. prompt prescribed medication, support the application of prescribed creams, eye and ear drops, catheter care, stoma care, prompting exercises as prescribed by the physiotherapist, and safe use of assistive technology.
6. Ensure all personal care tasks are carried out with respect for privacy and dignity and in line with the needs, wishes and preferences of the individual as defined in the support plan.
7. Identify, arrange and assist individuals to access a range of social pursuits in line with individual wishes and person centred plans.
8. To support people to maintain contact with, and reconnect, with their friends, family and local community. This will involve providing direct physical support and the emotional support to do this.
9. In association with other professionals, deliver the appropriate support including identifying assistive equipment and demonstrating the safe use of such equipment, advising on strategies for managing fatigue and pain, preventing falls, using adaptive techniques, and reducing isolation.
10. To actively facilitate involvement from other professionals to ensure the health, wellbeing and safety of individuals is maintained, and implement actions required using the training and advice provided.
11. Actively promote effective communication, including accessible information to facilitate involvement and decision making. Provide support to read, write and deal with correspondence as outlined in the care plan, and in accordance with the individuals wishes.
12. Develop positive working relationships with family, carers, and develop their understanding of the principles of the service delivery. Provide support to 'informal' carers also supporting the individual.
13. Develop positive working relationships with other professionals with a focus on the primary care network , continuing health care and community nursing teams whilst working with the individual to ensure any changes relating to the individual are recognized and communicated in a timely way.



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14. To work with people in their own homes in a flexible and relaxed manner rather than focusing on tasks and routines, and by being able to respond to how a person feels on a particular day.
15. To be open to change and new ways of working whilst following specific and agreed protocols in relation to health & safety, moving & handling and medications
16. To participate in an on call rota, and maintain an 'out of hours log', recording calls and actions to facilitate effective communication and handovers between the Team, with a particular focus on Crisis response and supporting referrals from The Contact and Response Team requiring immediate interventions.
17. To lead on follow up visits to review care quality with people receiving care and support.
18. To maintain records according to departmental procedures
19. To attend and participate in regular supervisions, team meetings, and appraisals to reflect on own practice and personal development, and to provide and receive support from colleagues. Attend all available training opportunities and be proactive in identifying additional needs.
20. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.
21. Take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

Behaviours and outcomes:

Work collaboratively across Internal and external teams to ensure a joined up, consistent service that adds value to the lives of the people we support.

Be ambitious and champion best practice procedures achieve the best outcomes for the people we support.

To be a role model for the One Council ethos and values.



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Respond to pressure and change – flexible and adaptable to sustain performance.

Build and manage relationships, share knowledge and skills to deliver shared goals.

Actively support new initiatives and try different ways of doing things.

Dimensions:

No budget or staff management responsibilities for this post.

JOB REQUIREMENTS

QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
Educated to a good level of numeracy and literacy. GCSE level	A/I
NVQ 3/QCF in Social Care or willingness and ability to achieve within agreed timescale	A/I

Desirable	Method of Assessment *
Received training in end of life/palliative care	A/I

EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Knowledge and commitment to working in a Person Centred way	A/I
Ability to undertake risk assessments and create personalised support plans for individuals based on the information they share and the knowledge of the support they require, including moving and handling and medication management.	A/I
Knowledge of Safeguarding principles	A/I



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Desirable	Method of Assessment *
Relevant experience of working in a similar role	A/I

SKILLS

Essential	Method of Assessment *
Ability to develop positive working relationships to facilitate effective liaison with other agencies, organisations, clients and their carers	A/I
Motivated and committed	A/I
Able to work on own initiative and as part of a team	A/I
Tolerant, supportive and diplomatic	A/I
Adaptable and flexible	A/I
Able to work under pressure, respond quickly and to cope with emergency situations	A/I
Able to work within a multi-agency approach, working closely with other professionals	A/I
Able to manage time effectively and prioritise action	A/I
Ability to demonstrate practical interpersonal skills	A/I
Ability to receive and communicate information verbally and in writing	A/I
Able to work with confidentiality, sensitivity and diplomacy	A/I
Resilient and able to continuously improve practice	A/I

Desirable	Method of Assessment *
Ability to use a range of IT solutions	A/I



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EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I

OTHER

Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team.	A/I
Willingness and ability to visit other sites as and when required.	A/I

* A = Application Form D = Documentary evidence I = Interview T = Test

STRUCTURE

NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
14/08/24	Yes	Tammy Thurley Team Manager CCS