

## JOB SUMMARY

<b>Post Title</b>	HMP Community Support Worker						
<b>Job Family</b>	<i>Service Delivery</i>	<b>Pay Range</b>	05	<b>Line Manager to others?</b>	No	<b>Role profile ref</b>	SD05
<b>Service Area</b>	Community Re-ablement & Outreach						
<b>Line Manager</b>	Assistant Manager / Re-ablement Leader						
<b>Location</b>	HMP, County Hall and Island wide travel.						

### Job Purpose

To deliver high-quality personal care and support to individuals in accordance with their assessed needs, preferences, and the Intimate Care Protocol. This includes assistance with washing, dressing and undressing, safe mobility, toileting, and support with meals and hydration. All care must be provided in line with best practice standards, ensuring that the individual's dignity, respect, and choices are always upheld.

The post holder is responsible for delivering person-centred support that reflects the individual's care or goal plan, promoting independence and wellbeing while maintaining a safe and respectful environment.

### Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

The role requires a proactive and responsive approach to supporting individuals in a dynamic care environment.

Key responsibilities include:

- Risk Assessment**  
Conduct thorough and ongoing risk assessments within the working environment to ensure the safety and wellbeing of individuals and staff.
- Multi-Agency Liaison and Crisis Management**  
Collaborate directly with a range of professionals—including NHS 111, social workers, prison staff, and other relevant services—to make informed, immediate decisions during crisis situations and ensure coordinated care delivery.
- Teamwork and Workload Management**  
Demonstrate strong communication skills to work effectively within a small team, while independently managing a varied workload and prioritising tasks appropriately.
- Promoting Independence and Personal Care Support**  
Encourage and enable individuals to maintain independence, providing appropriate support with personal care tasks such as washing (including oral and hair hygiene), bathing/showering, dressing, nutrition and hydration, continence care, and the use of commodes or catheter management.
- Training and Service Development**  
Participate in regular training to maintain up-to-date knowledge and consistent working practices aligned with current service delivery standards. Attend team meetings and contribute to service improvement initiatives.
- Documentation and Record Keeping**  
Complete all required documentation accurately, including support plans.
- Medication Support**  
Where appropriate, support individuals in taking prescribed medication in accordance with their support/goal plan and Medication Administration Record (MAR). Maintain accurate records and report any concerns or errors promptly.

### Knowledge, Skills and Experience

<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Reliable, responsible.		X	
Self-motivated with the ability to work to clearly defined targets / deadlines.		X	
Awareness and understanding of the customer's needs.		X	
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.		X	
Safe and competent use of relevant equipment / tools.	This includes IT systems such as a n access Database, the electronic rostering system and driving a council pool car	X	
Knowledge of relevant health and safety procedures.		X	

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Ability to communicate clearly with sensitivity and empathy to build trust both one to one and with groups.		<b>X</b>	
Ability to follow routines, carry out set plans, record and monitor information accurately.		<b>X</b>	
Basic literacy and numeracy.		<b>X</b>	
Practical knowledge of ICT systems.			<b>X</b>
Able to maintain accurate records as and when required.		<b>X</b>	
<b>Qualifications</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
May require relevant certifications including evidence of fluency in English language.	A minimum of NVQ/QCF Level 2 or willingness to work towards		<b>X</b>
GCSE level qualifications or equivalent experience			<b>X</b>
European Computer Driving Licence or equivalent			<b>X</b>
<b>Other Requirements</b>			
<p>The Isle of Wight Council is committed to safeguarding and promoting the welfare of vulnerable children and adults and operates stringent recruitment practices. All employees are expected to familiarise themselves with the Council's Safeguarding Policies and all other relevant policies so our staff can work safely, professionally and competently at all times.</p> <p>The Isle of Wight Council has a duty to protect employees from harm as far as is reasonably practicable and all employees have a duty to protect themselves and others from harm. All employees are expected to familiarise themselves with the Council's Health &amp; safety Policies and undertake relevant training to ensure compliance with Health and Safety Requirements.</p> <p>All employees are required to comply with the Council's Data Protection and GDPR Policies. You are responsible for ensuring that any information or data you collect, or input complies with the standards set out in these documents.</p> <p><b>All post holders must have the ability to meet the travel requirements of the role and have a full UK driving license.</b></p>			
<b>Organisation Structure (optional)</b> <ul style="list-style-type: none"> <li>Director of Adult Social Care &amp; Housing / Assistant Director</li> <li>Service Manager / Nominated Individual</li> <li>Registered Manager</li> <li>Deputy Manager</li> <li>Assistant Manager</li> <li>Re-ablement Leader</li> <li>Response Co-ordinator (RCT)</li> <li>Community Support Worker (Days, Nights &amp; Prison Service)</li> </ul>			