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

Job Purpose

To provide support that includes, washing, un/dressing, moving people safely, going to the toilet and support with meals and fluids, all in accordance with the Intimate Care Protocol and in line with best practice ensuring that a person's choices, dignity and respect are maintained at all times.

The post holder is required to provide support which meets the needs, wishes and choices of the person supported as reflected in their care/goal plan and assessment.

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

1. Be able to risk assess thoroughly and continuously in environment.

2. Liaising with other professionals directly, making on the spot decisions in a crisis situation as well as working closely with other services, for example 111, social workers, prison staff or other required professionals.

3. Good communication skills, to work closely within a small team and be responsible for managing your workload.

4. To encourage and enable independence, where necessary, offering appropriate support with washing (including teeth and hair care), bath/showering; dressing; fluids and nutrition; offer support in using commodes or toilets, managing continence and emptying catheter bags.

5. To undertake regular training as required by the service to ensure the working practices are consistent and up to date with all current thinking regarding service delivery and attend meetings as required

6. Complete all necessary paperwork including recording in the support plan, timesheets showing hours worked, mileage, telephone calls etc. and obtain the signature of the person supported for all work completed ensuring they are returned to the office by the specified time.

7. Where appropriate, support people to take their prescribed medication by following the support/goal plan and Medication Administration Record, completing accurate records, and reporting any errors or concerns in a timely way.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
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	

		Essential	Desirable
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**	
Ability to communicate clearly with sensitivity and empathy to build trust both one to one and with groups.		**X**	
Ability to follow routines, carry out set plans, record and monitor information accurately.	Working a roster that is based on out of hours times i.e. through the night time.	**X**	
Basic literacy and numeracy.		**X**	
Practical knowledge of ICT systems.			**X**
Able to maintain accurate records as and when required.		**X**	

Qualifications

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.	A minimum of NVQ/QCF Level 2 or willingness to work towards	**X**	
GCSE level qualifications or equivalent experience			**X**
European Computer Driving Licence or equivalent		**x**	

Other Requirements

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.

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 & safety Policies and undertake relevant training to ensure compliance with Health and Safety Requirements.

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.

All post holders must have the ability to meet the travel requirements of the role and have a full UK driving license.

Organisation Structure (optional)
- **Director of Adult Social Care & Housing / Assistant Director**
- **Service Manager / Nominated Individual**
- **Registered Manager**
- **Assistant Manager**
- **Re-ablement Leader**
- **Response Co-ordinator (RCT)**
- **Community Support Worker (Days, Nights & Prison Service)**