

JOB FAMILIES ~ Personal Support
Job Title: Adult Support Worker (level 2)
Level descriptor – JG6

Role purpose:	
To undertake a number of diverse specialist or technical activities for adults with care and support needs within frameworks or assessments from other professionals using skills that would have been gained through formal qualifications and/or considerable relevant work experience. Roles at this level are expected to work unsupervised for much of the time, accessing and assessing information independently and can be undertaken by telephone or face to face in the community or service user's home.	
Typical activities	Knowledge, skills & experience
<p>Hold own case/work load under the direction of a qualified professional, applying knowledge and skills to undertake a range of assessments, reviews and interventions to support independent living, demonstrating understanding of the service area, relevant procedures and guidelines.</p> <p>Provide support and advice to services users and carers as detailed within an appropriate assessment framework and implement or commission planned interventions to address identified need. Undertake remedial actions and set timescales for implementation and a clear plan for follow up actions agreed, liaising with professionals where appropriate</p> <p>Introduce or give information and advice to service users and carers about other services available to them to address other underlying needs. Establish & maintain appropriate links between them and other professionals to encourage a clear understanding of each other's priorities and ways of working.</p> <p>Support clinic activities in the community, undertaking sessions demonstrating use of equipment, undertaking assessments and giving advice on support available.</p> <p>Recognise and appropriately refer any safeguarding matters and assist in any interventions under supervision to ensure best outcomes for the service user and carers.</p> <p>Apply knowledge and skills to a range of activities demonstrating a broad understanding of the services available to service users and carers within relevant procedures and guidelines.</p> <p>Analyse and interpret data and information and make recommendations to support decision making by self and others for a broad range of activities across a service area.</p>	<p>Vocational qualification or experience to NVQ level 3 or 4 relevant to the service user group or equivalent.</p> <p>Significant practical experience of working with service user groups giving rise to a variety of technical skills and sound understanding of the services available, work practices and processes relevant to supporting independent living.</p> <p>Ability to analyse information and recommend solutions to ensure best outcomes for service users and carers.</p> <p>Ability to write clear and concise reports which are consistent and of a high quality</p> <p>Ability to use a variety of IT systems competently.</p> <p>Knowledge and understanding of safeguarding protocols and the threshold for service users and carers.</p> <p>Ability to communicate with service users and carers, partner agencies and colleagues, demonstrating and applying the values of the relevant codes of practice.</p> <p>Ability to work without close supervision and recognise personal and professional boundaries to seek advice when appropriate.</p> <p>Demonstrate safe working practices for self and others.</p>

<p>Communicate effectively with multi agency partners, colleagues and service users, both verbally and in writing through the appropriate use of case notes and other record keeping within information sharing protocols and record keeping policies.</p> <p>Contribute to developments in services and implement changes to improve service delivery.</p>	<p>Satisfactory enhanced DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).</p>
<p>Performance measures</p>	<p>Competencies</p>
<p>Quantifiable objectives ~ e.g.</p> <ul style="list-style-type: none"> • number of cases/projects worked on at any one time, • quality of records • Date collection, surveys and analysis <p>Feedback from service users, colleagues and partner agencies To write case notes and reports within the specified timescale Work done in a timely manner and issues reported accordingly.</p>	<p><u>Team Working</u> ~ cooperation and flexibility, follows principles of integrated working, actively shares information and best practice <u>Lone Working</u> – An ability to work on your own and on your own initiative Service user/ outcome focused ~ achievement of results/targets through appropriate evidenced based interventions/activities, personalised care plans etc <u>Problem solving & judgement</u> ~ makes links between identified potential issues and possible solutions, seeks advice from others <u>Planning & Organising</u> ~ Prioritises work, organising work for self to meet agreed deadlines <u>Business Awareness</u> ~ Demonstrates an understanding of what it takes to be successful within own work area and the contribution of the role to the area of work</p>

Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.