

## **JOB DESCRIPTION**

**Job Title: Community Support Worker**

**Location: Peterborough and North Cambridgeshire**

**Reports To: Senior Community Support Worker**

**Responsible For:** Delivery of client focused psychosocial individual and group support interventions across Headway Cambridgeshire services to enable people to achieve their goals.

### **Workplace Values**

To operate in-line at all times with our workplace values which are:

**Collaborative** - We will share our unique experiences, skills, knowledge, and resources with each other and with the communities we work with and live in. We will value and utilise each other's ideas, strengths and perspectives to achieve common goals.

**Engaging** - We will find joy and fun as we work together. We will create opportunities and environments in which we can be ourselves, make meaningful connections, feel good and enjoy what we do.

**Reflective** - We will think about how and why we do things, recognising that it is important to listen to the views of others. We will reflect on experiences and feedback to ensure we work out how we can do things better or differently. We will celebrate our successes and learn from our mistakes.

**Empathetic** - We will seek to understand the needs, experiences and feelings of others and strive to use this in everything we do.

**Main Purpose:** Ensure that the services provided by Headway Cambridgeshire meet the objectives of the organisation:

- Work within a multi-disciplinary team to support people with acquired brain injury, cognitive difficulties and other neurological conditions.
- Provide a range of services designed to aid recovery and rehabilitation to promote independence. Being flexible to the specific needs of the person and their family.
- To support people with a range of needs which may include:
  - Cognitive – delivering interventions that aim to enhance memory, thinking skills, communication, social skills.
  - Emotional – interventions to support mental health and well being.

Physical – support ongoing physical wellbeing through supported referral into services and the delivery of adapted sport and exercise programmes appropriate to individual capacity

Enrichment – accessing the things people enjoy, supporting meaningful activity.

Vocational – support clients to engage in educational and employment activities, and workshops, including outdoor projects.

- Working with clients to facilitate and support them in their decision making; promoting choice and involvement with developing and evaluating services.
- Relational: To provide appropriate support, advice and any other resource for families and carers as necessary, developing social networks and building family resilience.

## **Main Duties**

1. To co-ordinate a programme of activities to meet the identified needs and support plan goals of people using the service, and work in their home, local community or hub service to help them to achieve those goals.

2. To promote understanding and self-management of peoples' challenges, increasing confidence and building resilience.

3. To support people to build and maintain social relationships and increase community participation.

4. To support people to be involved with activities relating to education, self-development and social rehabilitation.

5. To monitor and record clients' progress towards identified goals and produce written reports for internal and external reviews.

6. To foster excellent working relationships with other professionals, services and statutory providers.

## **General**

1. To ensure that all activities support the person's identified needs and goals.

2. Ensure people's rights and choices are actively promoted.

3. Ensure all activities are provided in such a way as to promote independence and quality of life for people.

4. To monitor and record people's progress towards their identified goals and produce written reports for internal and external reviews.
5. To be responsible for maintaining up-to-date, accurate and appropriate records relating to people's personal, family and medical information, their programme of activity, review meetings, any changes to their circumstances and other information that is relevant to their attendance at Headway Cambridgeshire, in line with Data Protection Act guidelines.
6. To liaise with colleagues, other professionals, outside agencies and organisations, attending meetings and reviews as required.
7. To undertake learning, training and personal development to improve knowledge and skills, to keep abreast of relevant current information and practices.
8. To attend and contribute to team and general staff meetings and other relevant Meetings as required.
9. To participate in Headway Cambridgeshire's appraisal and supervision process.
10. To follow and abide by Headway Cambridgeshire's policies and procedures at all times including Health and Safety, Equal Opportunities and Confidentiality.
11. To act as an ambassador for Headway Cambridgeshire at all times.
12. To contribute to the 'housekeeping' of Headway Cambridgeshire – including maintaining a clean, tidy, safe and infection-free environment, ordering stock and being aware of Health & Safety issues.
13. To undertake any other duties as may be required, consistent with the nature and spirit of this post.