

## JOB DESCRIPTION

### **Job Title: Senior Community Support Worker**

**Location** – Based in Peterborough and required to work across sites in North Cambridgeshire and Fenland with occasional travel to Cambridge City and South Cambridgeshire.

**Reports To: Service and Development Manager**

### **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.

**Responsible For:** Development and delivery of psychosocial support services across Headway Cambridgeshire services to enable people to achieve their goals.

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

- To support people with acquired brain injury and other neurological conditions and people with cognitive difficulties
- Provide a range of services designed to aid recovery and rehabilitation to promote independence. Being flexible to the specific needs of the person and the service.
- To support people with a range of needs which may include:  
Cognitive – memory, thinking skills, communication, social skills.  
Emotional – low mood, motivation, irritability.

Physical – vision, hearing, physical disability.

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

Vocational- educational and employment activities.

Relational – families and social networks

- To facilitate and support people in their decision making; promoting choice and involvement.
- To provide appropriate support, advice and any other resource for families and carers as necessary.
- To provide monthly reports on progress against key performance indicators
- To support the development of new services across Peterborough and North Cambridgeshire
- To support and provide supervision to a team of community support workers and volunteers

### **Main Duties and Responsibilities**

1. To co-ordinate and deliver 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, carrying a caseload of clients.
2. To monitor client's condition, ensuring any mental or physical health changes are communicated to the Service manager
3. Draft and review care and support plans and risk assessments for allocated caseload with the client and where appropriate their family
4. Complete regular reviews of the care plan and ongoing care, monitoring and recording client's progress towards identified goals, and undertake risk assessment and management plans in-line with Headway Cambridgeshire policies and procedures
5. To promote understanding and self-management of peoples' challenges, increasing confidence and building resilience.
6. To support people to build and maintain social relationships and increase community participation.
7. To support people to be involved with activities relating to education, self-development and social rehabilitation.

8. To work within the quality and performance assurance framework and outcome monitoring and participate in evaluation and research as required.
9. 6. To foster excellent working relationships with other professionals, services and statutory providers, building local pathways and linking with community health services and social prescribing link workers and Peterborough Hospital.
10. To work with the senior team to identify new opportunities and support and lead new developments locally.
11. To develop and deliver seminars and training programmes for professionals, clients and carers.

### **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.