

# Role Profile: Advanced Support Worker



## Vision and Values

At Community Integrated Care we make a positive difference: we change lives by caring with passion, delivering life-changing support for people with support needs. Each and every one of us has the potential to do amazing things in our work, which means we can enrich the lives of the people we support, their loved ones and the communities we work in. Working here you'll feel at home: it's welcoming, friendly and warm. This is a place you can be yourself, you'll be welcomed no matter who you are. And when we all come together, as one team, we do amazing things and make a difference. We know that we are better together. We dare to challenge the expectations and perceptions of the social care sector by delivering world-class support. With a relentless focus on quality, we strive to be the best care provider possible. At Community Integrated Care we all share a goal - we want the charity to be the best it can be.

## Main Purpose of the Role

To be subject matter experts, providing personalised care and support to those with complex needs utilising specialist knowledge and/or experience. Always daring to be the best you can be, taking responsibility for assessing the effectiveness of support provided and to contribute to the multi-agency care and support planning its successful implementation.

## Key Accountabilities

1. Delivering tailored, life-enhancing support in line with the organisations complex care service models, working with the complex care team and other specialists to ensure that the needs of the people we support are met within a comprehensive and robust framework.
2. Support an environment where colleagues feel encouraged to reflect on their practices, and guide, support and assess colleagues to promote continuous improvement and high levels of competency.
3. To act as a role model and mentor to colleagues, by demonstrating excellent levels of practice and ensuring specialist care and support is tailored to the people we support.
4. Identify, escalate, and contribute to the management of any risks that could affect customer service or safety, or the effectiveness, efficiency and compliance of an individual's activities, to ensure that the best interests of the people we support are always maintained.
5. To ensure the health, safety, and wellbeing of self, colleagues, and people supported by following the appropriate policies and procedures and escalating any concerns, complaints or poor practice.
6. To provide the best care and support possible, in accordance with a person's support needs and create personalised support plans using specialist knowledge and experience, gaining input from other care professionals, so that people's holistic needs are supported.
7. Delivering care and support in line with co-produced plans, and establishing meaningful relationships with the people we support and their loved ones, to truly understand their needs, and ensure they feel engaged, involved and fulfilled.

8. To take the lead on monitoring and evaluating the health and behaviour needs of the people we support, ensuring Health and Behaviour Plans are reviewed regularly and updated in line with policy and best practice.
9. Motivate and lead self and colleagues to promote operational excellence, specialist support and person-centred care.
10. Highlighting own learning and performance needs (particularly in specialist areas), always striving to be the best they can be, and encouraging those around them to do the same.

## Competencies

### Demonstrating Personal Qualities – A Place I Belong/ Changing Lives

It's all about you...you'll have high level of self-awareness and continually reflect on your interactions with others. Your values are important to you and aligned with ours – you role model these at every opportunity; you do the right thing. Bringing fresh perspectives to your work you always ask for feedback to make sure you're doing the best you can.

### Working with People – Better Together

We work better when we work together – you'll be a natural at developing relationships with others, working together as part of a team and encouraging others to contribute. An excellent communicator, you're adept at getting the best outcomes for the people we support through the effective relationships you've built. A people person, you'll identify opportunities to work in partnership in your local community to enhance the lives of the people we support.

### Leading/Managing Services – Purpose with Passion/ Changing Lives

You're passionate about enabling people to live the life they want to lead. You take personal charge of mistakes and learn from them, ensuring a "no blame" culture. You set a good example to others and you're a respected member of the team.

### Delivering Results/Improving Services – Dare to be the Best

We all have the power to make a difference...you actively seek out opinions from people who use the service, their families and carers to make improvements, and enable them to live the life they want. You're not afraid to speak out when it really matters, when you can see something that's not right. You're always looking for opportunities to develop and improve our service and new ways of doing things where you think something can be done better.

## Knowledge

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| • SVQ Level 3 Health and Social Care (Scotland) or Level 4 Diploma in Care (England)              | Essential |
| • Evidence of continuing professional development   | Essential |
| • Medication Level 3 training and ability to undertake competency assessments for Support Workers | Desirable |

## Experience

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| • Able to demonstrate some experience of working with people previously e.g. customer service, caring for a relative              | Essential |
| • Experience of getting to know people individually and ensuring their needs are met in a way that is caring, kind and respectful | Essential |
| • Experience working with MDT teams and participating in complex case reviews for people supported                                | Essential |
| • Experience of working independently   | Essential |

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| <ul style="list-style-type: none"> <li>• Experience of working in complex care within a social or health care setting</li> <li>• Experience working with people supported who present behaviours that require intensive support planning and management to ensure their safety and quality of life at all times</li> <li>• Proven understanding of person centred support</li> </ul> | <table border="0"> <tr> <td style="border-left: 1px solid black; padding-left: 10px;">Essential</td> </tr> <tr> <td style="border-left: 1px solid black; padding-left: 10px;">Desirable</td> </tr> <tr> <td style="border-left: 1px solid black; padding-left: 10px;">Desirable</td> </tr> </table> | Essential | Desirable | Desirable |
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<p>NB: This role profile is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement.</p> <p><i>This role profile is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Charity and its services, as well as the personal development needs of the post holder.</i></p>	