

Community Support Worker Job Description

Job Title: Community Support Worker
Hours:
Place of work: Hybrid and WSCC offices across county
Responsible to: Senior Community Support Worker

Purpose of the job

The Prevention Assessment Team (PAT) is a Multi-Disciplinary Team (MDT) led by West Sussex County Council (WSCC). As a part of this team, the Community Support Worker will provide information, advice and guidance to individuals who do not meet the thresholds for statutory services but have identifiable needs. The role involves conducting wellbeing conversations, promoting independence and health in a person-centred approach. They will have a thorough understanding of AUKWSBH and WSCC services and pathways, including adult services and community teams, so as to provide rounded knowledge, support and guidance for local residents.

Main duties

The Community Support Worker will:

- Work as part of the PAT to promote individual health and wellbeing by providing early intervention and encouraging self-help via telephone, written or face-to-face.
- Work within the Gateway Model of PAT which includes allocating cases to the correct area of the partnership, management of a voluntary sector caseload to include joint working and Community Led Support (CLS).
- Support individuals in accessing necessary health, social care, and wellbeing services, including completing relevant PAT assessments and paperwork.
- Listen to individuals, provide information, advice and guidance to assist in finding practical solutions to address challenges and connect individuals via signpost or referral with relevant voluntary, community and statutory agencies to enhance their quality of life.
- Build strong working relationships with local providers, statutory agencies, and voluntary sector organisations.
- Act as a link between people at risk and Health and Social Care professionals, to agree and initiate action to avert deterioration or crises.

Governance

Compliance with all AUKWSBH/WSCC policies and procedures, with particular attention to:

- Completing all mandatory training, as directed.
- Health and Safety, risk management, lone-working and accident reporting.
- Safeguarding and low-level safeguarding reporting.
- Data integrity and management, compliance with the General Data Protection Act 2018.
- Updating relevant Client Management Systems.
- Contributing to organisational goals and strategies.
- Commitment to AUKWSBHs vision, mission and values.

Equality, diversity and inclusion

AUKWSBH is committed to anti-discriminatory policies and practices. It is essential that the post holder makes a positive contribution to their promotion and implementation.

Scope of job description

The above reflects the immediate requirements and responsibilities of the post and is not exhaustive. It gives an indication of work expected and any substantial changes will be made in consultation with the post holder and may lead to a revised job description.

Personal Specification		
Experience and Skills	Essential	Desirable
Experience in working 121 with people (preferably with older people) and connecting/referring to local support.	✓	
Able to work as part of a multi-disciplinary team alongside colleagues from different organisations and volunteers	✓	
Strong communication skills – verbal, written and active listening.	✓	
Excellent IT skills and ability to work efficiently with Microsoft packages.	✓	
Familiarity with the local community and available resources, such as support groups and charities. An understanding of the third sector and function of statutory Adult Social Care and health services.	✓	
Effective problem-solving and positive, can-do approach. Able to work alone and use initiative, as well as part of team.	✓	
Solid organisational and time management skills to handle a caseload of clients, maintain records and track progress.	✓	
An understanding of safeguarding principles and practices. This includes knowledge of relevant protocols, reporting mechanisms, and the ability to address and escalate safeguarding concerns in accordance with established policies.	✓	
Driving licence, access to a car and a confident driver. Due to the nature of the role, flexibility with place of work may be needed.	✓	