

## Job Description

### Community Support Worker (PAT)

<b>Responsible to:</b>	Senior Community Support Worker
<b>Responsible For:</b>	N/A
<b>Hours:</b>	1 x FT role/37hrs 1 x PT role/30hrs over three days
<b>Location:</b>	Location to be confirmed but will be based in WSCC offices
<b>Salary:</b>	Band F Professional £20-22,000 FTE

### Purpose of the job

Employed by Age UK West Sussex, Brighton & Hove (AUKWSBH) but working as part of the WSCC Multi-Disciplinary team (MDT) Prevention Assessment Team (PAT), the purpose is to provide access to practical information and support to people who do not meet the requirements for statutory services where a specific and recognised need exists.

To support the work of the PAT as part of an integrated multi agency team carrying out countywide PAT Triage, wellbeing conversations, promoting independence health and wellbeing.

To develop and maintain comprehensive knowledge of AUKWSBH and WSCC services including adult services and the community teams to identify issues and resources to support the team to respond to individuals contacting the service.

To ensure good working relationships with colleagues, service users, their families and carers, and all statutory and voluntary organisations.

### Main duties

The Community Support Worker will:

1. Work as part of the PAT to promote individual health and wellbeing by providing early intervention and encouraging self-help.
2. To carry out initial PAT Triage to establish the presenting issues using the rag tool to identify the urgency of the referral, using your decision-making skills to determine if the enquiry can be dealt with by a CSW, referred to a member of MDT the team for more in-depth support or if a face-to-face meeting is required.
3. Support people in identifying health improvement needs, accessing appropriate health, social care and wellbeing services. Completing a

wellbeing conversation and paperwork that will be shared with the people accessing the service.

4. Provide short-term support for identified customers to maintain independent living via one to one or one to many activities.
5. To listen to and consult with people, giving and presenting choices clearly. Helping people find practical solutions to address problems, isolation or barriers to wellbeing and independence.
6. To provide relevant information and advice and link people with voluntary and statutory agencies to help improve quality of life.
7. To actively encourage people to look after themselves, by influencing and supporting individuals to change behavior and lifestyle to improve health and wellbeing.
8. To encourage people to access appropriate services, helping make initial contacts and visits easy by making appropriate direct referrals, organising transport if needed.
9. To build clear understanding and strong working relationships with local providers, statutory agencies, and voluntary sector organisations.
10. To act as a link between people at risk and Health and Social Care professionals, to agree and initiate action to avert deterioration or crises.
11. To work closely with the Community Support Coordinator to maintain coverage for receiving referrals, receiving calls, acting as a point of triage and to make referrals appropriately.
12. To maintain clear accurate and comprehensive records of referrals received and service delivered.
13. To work to procedures agreed by AUKWSBH and the Prevention Assessment Team

## **Governance**

- To adhere to all health and safety, and legal requirements in line with AUKWSBH/WSCC policies and procedures including monitoring and taking appropriate, prompt action to ensure compliance.
- To ensure effective compliance and leadership in relation to compliance with statutory and organisational safeguarding policies and procedures.
- To ensure data and admin processes are adhered to in line with AUKWSBH and WSCC policies and legislation of the General Data Protection Act 2018.
- To regularly and accurately update the client database and provide statistical and monitoring information as required.
- To attend relevant and mandatory training as required.
- Monitor hazards and risks and implement relevant organisation processes including but not restricted to: Health & Safety, HR, Information Governance and GDPR and reputational risk.
- To help deliver the objectives as set out in the organisational strategic plan.

## Key contacts and relationships

- AUKWSBH Senior Community Support Worker
- AUKWSBH Community Support Workers, PAT FPOC Team and Volunteers
- AUKWSBH I&A Manager and Senior Leadership Team
- WSCC Adult MDT Leaders and wider MDT members
- WSCC Community Teams
- External services and support providers
- Clients

## Equal opportunities

Age UK West Sussex, Brighton and Hove is committed to anti-discriminatory policies and practices, and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

## Scope of job description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

### Person Specification Community Support Worker (PAT)

<b>Essential</b>	An understanding and empathy with issue affecting the lives of vulnerable adults, their families and carers.
	Skills and ability to promote customer's independence and encourage responsibility for control over their own lives
	Excellent and current IT skills (Office365, Word, PowerPoint, Teams, Skype etc) and ability to use databases
	Excellent communication skills – oral, written and presentation skills, including online presentations.
	Understanding of and commitment to equal opportunities
	Effective organisational skills including time management and coordination of information.
	Driving Licence and ability to travel within West Sussex area using own transport.
	The post holder must be able to provide a satisfactory Disclosure and Baring check.
	Ability to work as part of a multi-disciplinary team alongside colleagues from different organisations and volunteers.
	Commitment to high levels of customer service and quality assurance standards
	Ability to produce effective, accurate and detailed reports
	Ability to work as a team or alone, using own initiative
	Ability to travel across the county and full driving licence
<b>Desirable</b>	Experience of working one to one or volunteering with vulnerable people
	Knowledge of the role and function of statutory Adult Social Care and health services
	Relevant professional qualification or equivalent.

	Knowledge of agencies that may benefit/support vulnerable adults
	A good understanding of AUKWSBH, its services and the environment in which it operates
	An understanding of mental health issues, including dementia
	Understanding of safeguarding and safeguarding procedures
	Experience of motivational interviewing