Coventry City Council

Job Description and Person Specification

Support Worker Y5778D

Job Details	
Grade	GRD3
Service	Provided Services
Location	City Wide
Job Evaluation Code	Y5778D

About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:
Open and fair: We are open, fair and transparent.
Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.
Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.
Create and innovate: We embrace new ways of working to continuously improve the services we offer.
Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.
Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

As a Support Worker Y5778D, you will champion the autonomy and dignity of individuals, fostering independence through personalised care within Coventry's diverse community. Your role is pivotal in implementing equal opportunities and reablement principles, ensuring service users' rights and choices are respected. You will adapt to changing needs, maintaining safety and wellbeing, while upholding Coventry City Council's values and commitment to inclusive service excellence.

Main Duties & Key Accountabilities

Promoting the rights and autonomy of service users, ensuring principles of choice, dignity, and empowerment are upheld
Respecting the emotional wellbeing of individuals, supporting their ability to manage their own lives and care decisions
Creating opportunities for individuals to achieve desired outcomes and make informed decisions about their services
Enhancing the overall wellbeing of individuals by supporting access to community facilities and opportunities
Supporting individuals to liaise and manage correspondence to enable them to live independent lives.
Administering prescribed medicines in compliance with policies and ensuring correct medication procedures
Adhering to Health and Safety protocols, maintaining cleanliness and managing risks for all stakeholders
Maintaining accurate records, monitoring service users' conditions, and reporting concerns to relevant parties
Collaborating with professionals, colleagues, and service users' networks to promote their wellbeing
Contributing positively to the team, participating constructively in meetings and team activities
Engaging in ongoing personal development and attending training courses relevant to the role
Working various shifts as required of the role, including evenings and weekends, and being willing to work across different city locations

Key Relationships	
External:	Registered Social Landlords GP Practices District Nursing Teams Department of Work and Pensions
Internal:	

Standard Information
Post holders will be accountable for

Coventry City Council

● carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines. ● attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role. ● any other duties and responsibilities within the range of the salary grade.

Responsible for
Not Applicable

Person Specification

Requirements	
Knowledge	Have an understanding of Equal Opportunities and Personalisation in Social Care, including their practical applications
	Possess verbal and written English skills, basic mathematical skills,
Skills And Ability	Be able to communicate effectively with individuals, their families, and professionals
	Demonstrate effective interpersonal skills, including integrity, trust, diplomacy, and negotiation
	Be able to foster independence and empowerment in individuals through encouragement and support. Additionally advocate for and protect rights of individuals when required.
	Possess the ability to support individuals experiencing anxiety or distress and manage complex behaviours
	Be able to accurately record information and identify changing needs of individuals, communicating concerns appropriately.
	Be able to support with and administer medication in accordance with safety guidelines and protocols

	if required
	Be physically and mentally capable of performing frontline support tasks and managing job demands
	Be honest, reliable, and trustworthy, representing the Council positively to partners and customers. Exhibit patience, empathy, and a commitment to promoting the well-being of individuals under your care.
	Maintain confidentiality and professionalism while handling sensitive information and supporting individuals in various circumstances.
	Work collaboratively within a team to ensure seamless delivery of support services and shared responsibilities.
	Possess the ability to adapt to diverse situations and provide tailored assistance based on individual needs.
Experience	Have experience as a support worker in adult social care or a relevant field
Qualification	Be able to complete the care certificate within 12 weeks, aiming for a QCF Level 2 Diploma in Health and Social Care