



Falkland Islands Government – Job Description

Job Title:	Community Support Worker (Level 2)		
Department:	Health & Social Services	Section:	Community Support Services
Reports to:	Community Support Officer (On Duty)		
Grade:	G1	Job Code:	TBC

Overall Purpose of the Role:

Working within the community in people's home as well as in care facilities the post holder will promote and deliver all aspects of health support (emotional, physical, mental and psychological) to enable service users to achieve their optimal independence, supporting their activities of daily living, safeguarding and promoting good health and well-being, identifying the changing needs of caseload and communicating the change appropriately and confidentially.

Key Role Activities:

- Ensure an effective delivery of care is provided to caseload supporting the clinical and social care staff and that a good standard of care is maintained using policies, guidelines and procedures and current best practice within the Falkland Islands.
- Communicate all safeguarding concerns to ensure relevant interventions can be put in place.
- Communicate as effectively as possible with service users, maintaining effective contact with relatives, family and friends, and other relevant parties.
- Effectively maintain links with service users and relevant staff to ensure that changing needs are responded to, assessed, planned for and implemented, reviewed, recorded and communicated effectively.
- Respect and maintain the confidentiality of all aspects of individual's care and maintain the confidentiality of any information.
- Participate in enabling service users with all aspects of their activities of daily living that they are currently unable to complete, enabling them to recover and manage or care for them under the palliative care/end of life pathway, either at home or in hospital.
- Ensure that the work space and resources are cleaned and maintained in order to be effective when in use, prevent cross infection and contamination and give a professional appearance.
- Contributes to the assessments of all service users including (but not exhaustively) activities of daily living and the moving and handling of service users as necessary, in accordance with current guidelines and good practice.
- To ensure that psychological, social and emotional needs of service users, their families and relatives as well as colleagues are met as effectively as possible.
- To assist qualified staff in the planning and implementation of service user's plans of care as prescribed, and to report any changes noted to the staff in charge.



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Key Role Activities: (Continued)

Where necessary carrying out routine daily hygiene and domestic maintenance support to service users, as required.

Working with the mentoring, training and support of various specialist officers to provide direct, more specific services and support to service users. E.g. Occupational Therapy, Community Psychiatric Nursing, and various others that all operate collectively in an MDT approach to supporting the service user.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.

Additional Information:

- Working on a Roster shift system
- Unsocial hours.
- The need for an adaptable and flexible approach to cover a range of service requirements, depending on the needs at any given point in time.
- Dealing regularly with distressing, emotionally exhausting, challenging and challenging situations and people.
- Providing intimate and personal care including to those who you may know or even be related to at a time when they are very vulnerable.
- No 'routine' day or workload.
- Meeting logistical challenges that may alter ability to give care and therefore the post holder needs to take a solution based approach to their work.

Criminal Record Checks: (This post is regarded as a sensitive post)

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.



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Person Specification:	Community Support Worker (Level 2)		
Criteria	Essential	Desirable	Assessment Method
Knowledge, Skills and Experience:			
At least 2 year's relevant experience working in an equivalent health or social care setting	✓		A/I/R
An ability to relate well to people, be able to inspire confidence and maintain excellent relationships with all colleagues, service users and their families as well as other external agencies.	✓		I/R
A vocation for caring for people, often in difficult or unpleasant conditions	✓		I
The ability to communicate effectively in English (in writing and verbally)	✓		A
An ability to deal empathetically with anxious service users and relatives	✓		I
Great respect for confidentiality and ability to work within the confidentiality requirements set for the role	✓		A/I
Ability to deal with exposure to distressing circumstances and/or aggressive behaviour	✓		I
Have the ability to work with colleagues from a variety of disciplines	✓		I/R
Experience of working with vulnerable people and with individuals displaying difficult and or challenging behaviour		✓	I/R
Second relevant language		✓	A
Willingness to undertake a QCF or an equivalent qualification		✓	I
Personal Attributes:			
Be of a caring nature and empathetic to the needs of individuals	✓		I/R
Willingness to actively partake in mandatory training	✓		A/I
Willing to learn new skills	✓		A/I
Flexible, reliable and responsive to change	✓		I/R
Sufficiently physically fit to perform the role effectively	✓		I
Respects confidentiality	✓		I
Likes and shows respect to people from all walks of life	✓		I



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Person Specification:	Community Support Worker (Level 2)		
Criteria	Essential	Desirable	Assessment Method
Qualifications and Training:			
GCSE grade C or above (or equivalent) in Maths and English	✓		A
Clean driving Licence	✓		A
Safeguarding qualifications		✓	A
Willingness and ability to undertake training to GCSE/level 2 vocational training in care		✓	I
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criterion on your application form.			

Method of Assessment:

A - Application Form

I - Selection Interview

R - Reference