



JOB DESCRIPTION Community Support Worker

The Rehab Group is a charity that provides services for over 20,000 adults and children, and champions the value of diversity and inclusion for people with disabilities or disadvantage in their communities throughout Ireland and the UK.

We work with people with disabilities, people on the autism spectrum, people with mental health difficulties, people who are disadvantaged in some way in the labour market, and people who want a fresh start.

Our VISION is of a charity that champions the value of diversity and inclusion for people with a disability or disadvantage, in their communities. Together, we will constantly learn and seek to provide excellent services to foster and enhance social and economic independence.

Our MISSION is helping the people we serve to be more independent; helping them to contribute to and be more included in their communities; empowering them with the skills and confidence to be active in the workforce; and supporting them to be in charge of their health and wellness.

Our VALUES underpin all we do, shape who we are and how we work with one another, in our organisation and in the community:

Advocacy: Challenge exclusion and promote inclusion

Quality: Strive for excellence in all aspects of our work

Dignity: Respect the unique worth of every person (that includes people who access our services, families, employees and volunteers)

Justice: Act with integrity, honesty, commitment and accountability in everything we do to ensure equity, fairness and transparency

Team Work: Foster an environment that encourages change, growth, trust in our organisation and in partnership with others, working together as one Rehab team



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Applications are invited for the following position:

1. JOB PURPOSE

To assist in the delivery of individualized community support to a number of individuals with intellectual, physical and mental health challenges. Supporting individuals to be valued members of their local communities. Supporting individuals to optimize their emotional, social, occupational and learning experiences, through programmes offered within community. This role will also involve providing 1:1 support to an individual with social activities as well as working with groups in the community.

2. MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE/TRAINING/KNOWLEDGE

Formal Education / Training	<ul style="list-style-type: none"> • Minimum QQI Level 5 in Health and Social Care or equivalent is desirable. • Willingness to participate in Rehab Care training programme and relevant external training opportunities as they arise
Work Experience	<ul style="list-style-type: none"> • Experience in the area of supporting individuals with intellectual, physical and mental health challenges. • Track record of supporting individuals to identify and experience meaningful experiences in their local community. • Experience of promoting self-advocacy • Experience in the provision of personal care support • Experience in supporting community independence
Skills and Knowledge	<ul style="list-style-type: none"> • Knowledge and experience of local community resources is highly desirable • Skill base in promoting independent living skills • Ability to support individuals with making positive life choices and increased access to obtaining a valued role in their local community. • Strong IT and report writing skills • Excellent interpersonal skills • Full clean driving license • Flexibility with working hours at times to extend to evening and weekend work in order to meet the needs of the clients. • Strong time management skills required • Ability to work on own initiative and utilize autonomy attached to position in order to maximize the effectiveness of this role



3. JOB DUTIES AND RESPONSIBILITIES

	Job Area
1.	To plan, develop, implement, monitor and review appropriate educational, recreational and occupational programs within the community. To ensure best practice in line with up to date research regarding Quality of Life improvements. To liaise with families, the multidisciplinary team and key community based personnel in the pursuit of accessible community activities for service users.
2.	To document information, update records, and complete necessary paperwork for communication and accountability purposes.
3.	To ensure all interaction with service users is approached with dignity, respect, equality and incorporates choice
4.	To ensure delivery of a quality service by implementing, and reviewing quality monitoring systems appropriate to requirements of each individual, providing personal assistance in all aspects of everyday living skills, carrying out any duties necessary to ensure the comfort and hygiene of service users.
5.	To enshrine the concept of independent living by supporting service users to integrate in to their local community and access local resources.
6.	To ensure the privacy and confidentiality of service users at all times.
7.	To comply with health and safety legislation and ensure the safe use of appliances and equipment. To follow Risk assessments that are agreed and in place.



4. COMMUNICATION AND WORKING RELATIONSHIPS

Typical Level of Interaction	<p>X Standard: Typical interaction is to request and provide information. Courtesy, tact and effectiveness are required.</p> <p><input type="checkbox"/> Advanced: Influence using logic and facts. Communication is important but not critical to the achievement of job objectives.</p> <p><input type="checkbox"/> Expert: Win the hearts and minds, changing opinion of people. Critical in achieving the job objectives.</p>
Primary Audience (Internal)	Service users, other service Providers
Level of Audience (Internal)	<p>X Clerical / Operational</p> <p><input type="checkbox"/> Supervisory / Junior Professional</p> <p><input type="checkbox"/> Middle Management / Seasoned Professional</p> <p><input type="checkbox"/> Senior / Top Management</p>
Primary Audience (External)	Stake holders, Families, other service providers.
Level of Audience (External)	<p>X Clerical / Operational</p> <p><input type="checkbox"/> Supervisory / Junior Professional</p> <p><input type="checkbox"/> Middle Management / Seasoned Professional</p> <p><input type="checkbox"/> Senior / Top Management</p>

5. KEY DIMENSIONS AND RELATED JOB RESULTS

- To comply with health and safety legislation.
- To maintain a basic knowledge of first aid/personal care and to implement good hygiene practices.
- To ensure the privacy and confidentiality of service users at all times.
- Attendance at training as deemed appropriate by the management of the service.
- To promote and be actively involved in teamwork at all times.
- To liaise with families, the multidisciplinary team and other personnel as directed by the Community Services Manager.

6. OPERATING ENVIRONMENT

- A flexible shift system will operate
- Lone Working
- A full, clean driving license, with a minimum of 2 years' experience is required.
- Access to a car for business purposes



7. KEY COMPETENCIES

A commitment to living the organisational values of Team work, Dignity, Justice, Advocacy and Quality	
Leadership and Teamwork	<ul style="list-style-type: none"> • You consult and encourage the full engagement of the team, encouraging open and constructive discussions around work issues. • You get the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise. • You value and support the development of others and the team. • You encourage and support new and more effective ways of working. • You deal with tensions within the team in a constructive fashion. • You encourage, listen to and act on feedback from the team to make improvements. • You actively share information, knowledge and expertise to help the team to meet its objectives.
Building Relationships and Communication	<ul style="list-style-type: none"> • You actively listen to others and try to understand their perspectives/ requirements/ needs. • You understand the steps or processes that colleagues must go through and can clearly explain these. • You are respectful, courteous and professional, remaining composed, even in challenging circumstances. • You can be firm when necessary and communicate with confidence and authority. • You communicate clearly and fluently when speaking and in writing.
Judgement and Decision Making	<ul style="list-style-type: none"> • You effectively deal with a wide range of information sources, investigating all relevant issues. • You understand the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc. • You identify and understands key issues and trends • Correctly extracts & interprets numerical information, conducting accurate numerical calculations • Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence
Management and Delivery of Results	<ul style="list-style-type: none"> • You take responsibility for work and see it through to the appropriate next level. • You complete work in a timely manner. • You adapt quickly to new ways of doing things. • You check all work thoroughly to ensure it is completed to a high standard and learn from mistakes. • You write with correct grammar and spelling and draw reasonable conclusions from written instructions. • You identify and appreciate the urgency and importance of different tasks. • You demonstrate initiative and flexibility in ensuring work is delivered. • You are self-reliant and use judgment on when to ask manager or colleagues for guidance. •



<p>Promoting Choice, Independence, Health and Wellbeing</p>	<ul style="list-style-type: none">• You use services and supports to foster improved well-being, confidence, self-esteem and independence.• You are focused on the promotion of well-being and independence and help individuals to regain/retain/maintain independence and control over their lives.• You identify and give information, advice and support about health and well-being that is relevant to the needs of the individuals.• You review and help individuals to review the services and supports your organisation has provided for them.• You encourage and support individuals to examine aspects of their lives and environment that affect their health and well-being and to select positive options to promote their own health and well-being.• You support individuals to communicate their views and preferences regarding their current and future health and well-being needs and priorities.
<p>Advocacy</p>	<ul style="list-style-type: none">• You identify, with individuals, the needs and preferences they want you to present on their behalf.• You ensure that neither you nor the individuals will be compromised by your working on their behalf and that any information you communicate on their behalf is correct.