

## Role profile

# Rehabilitation Support Worker - Community

### Our values:

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

|                       |                   |
|-----------------------|-------------------|
| Service               | Provider Services |
| Reports to            | Team Coordinator  |
| Job family            | Care and Welfare  |
| Grade                 | D                 |
| Political restricted? | N                 |
| DBS required?         | Y -enhanced       |
| Date                  | Feb 2025          |
| JE Code               | JE1847            |

## Key deliverables

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | To deliver high-quality recovery and rehabilitation services to people with low, medium and complex support needs, providing them with empowering, person-centred care therapy led support whilst they recover from a period in hospital, injury or episode of ill health.                                                                                                                                                                                                                                                     |
| 2 | To effectively record information in accordance with service requirements, this will include contributing to the writing of risk of assessments and individual support plans. Using MKC IT systems effectively as well as giving appropriate verbal and written handovers and feedback to colleagues, external agencies and families as appropriate. Using electronic duty notes and work log and EMAR effectively and robustly on each visit.                                                                                 |
| 3 | To complete all mandatory training and any additional training identified as required and being part of the Care Academy. Using the learning achieved to improve own practice and inform and actively participate in service development and improvement.                                                                                                                                                                                                                                                                      |
| 4 | Providing support in accordance with individual care plans, being alert to, and reporting, changes in a person's needs, and following instruction from Co-ordinators and Therapists to respond to these changes, including crisis support such as deteriorating health/ mobility. To be able to identify concerns and responding effectively to risk vulnerable adults, self and others, understanding when to seek further guidance and acting on information to manage any arising risks. Following MKC safeguarding policy. |
| 5 | Supporting people to maximise opportunity for self-expression, communication and personal development. A hands off and eyes on approach with the focus on enablement and independence is vital as well as recognising when people might need extra help with a task/ daily living skill.                                                                                                                                                                                                                                       |

|          |                                                                                                                                                                                                                                                                                                                                                   |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>6</b> | To provide intimate and personal care to vulnerable adults, ensuring their dignity is maintained and following infection control guidance, this will include using personal protective equipment, moving and handling and the use of mobility aids.                                                                                               |
| <b>7</b> | This role is predominantly in the community within the homes of people who use the service. However, this is based on a flexible working pattern and may also involve working in other areas such as the hospital. Ensuring maintenance of highest standards of care and working to agreed health and safety policies and care plans at all time. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

## **Essential requirements** Key skills, expertise, and qualifications

|          |                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1</b> | Demonstration of an awareness of needs of vulnerable members of the community and an empowering attitude to promoting positive life experiences.                                                                                                                                                                                                                                                       |
| <b>2</b> | Ability and commitment to working across a range of services supporting people (including moving around using safe manual handling techniques throughout the day) with a range of different needs including dementia, complex health needs, multiple disabilities and/or behaviour of concern.                                                                                                         |
| <b>3</b> | Evidence of excellent communication skills, including good writing skills and ability to record clearly, accurately and succinctly. This will include demonstrating the ability to respond to non-verbal communication, and awareness of own behaviour and impact. The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post. |
| <b>4</b> | Demonstration of an understanding the importance and purpose of confidentiality in recording and sharing information.                                                                                                                                                                                                                                                                                  |
| <b>5</b> | Evidence of the ability to respond in complex or crisis situations, with awareness of assessing and managing risks.                                                                                                                                                                                                                                                                                    |
| <b>6</b> | Access to own transport to work across different locations in Milton Keynes is essential.                                                                                                                                                                                                                                                                                                              |

## **Job family**

# **Care and Welfare (Grade D)**

### **Colleague expectations**

- Be professional at all times
- Work together for the good of the team, city council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

### **Manager expectations**

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

Care and Welfare family jobs have as their primary responsibility the vulnerable members of our community who depend upon the city council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

### **Role characteristics**

At this level job holders provide front-line advice and assistance to vulnerable clients in a variety of settings. Working within strict procedural guidelines to ensure their health, welfare and the optimum delivery of city council services. A great deal of post holders' working time will be spent interacting with individuals as part of a wider care team.

### **The Knowledge and skills required**

The type of skills and knowledge required for these roles will come from a combination of experience in front-line public service jobs and focused formal training and education. Specific sector qualifications may be a requirement for some roles, but even when this is not the case, job holders will need knowledge of appropriate communication skills and techniques to effectively interact with those in their care.

Many roles at this level will engage with others in assisting with physical tasks requiring greater than normal manual dexterity. This might include cooking, artwork or other domestic and vocational activities.

### **Thinking, planning and communication**

Assessing the immediate needs of others and devising appropriate responses is a central element of roles. Solutions to day to day problems come generally from established practice and guidelines but job holders will also need to be creative in their approach to engaging with those in their care.

Effective communication is at the heart of these roles. Listening to others, assessing their basic needs and working with them to achieve agreed outcomes is central to ensuring their wellbeing. Not all individuals will be able to express themselves eloquently, and others will need straightforward messages couched in accessible terms.

### **Decision making and innovation**

With the health, safety and welfare of vulnerable individuals of prime importance, it will be necessary for job holders to work within well established guidelines to ensure consistency across the team and service. Within these boundaries job holders will regularly make minor day to day decisions in relation to such things as daily working priorities, choice of client activities or other practical matters.

### **Areas of responsibility**

The prime responsibility for job holders will be to ensure the welfare of the individuals and family groups they serve. They will be in the front-line of the city council's response to service users' needs and will carry out tasks or duties which have a direct impact on them.

Other than assisting new colleagues in their induction by demonstrating duties, job holders at this level will not be expected to supervise or manage others.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

### **Impacts and demands**

With the emphasis on working with others in a variety of settings, these roles will often see job holders either on their feet or engaged in activities requiring some ongoing physical effort.

Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience the pressures of deadlines and conflicting demands.

With constant exposure to vulnerable children and/or adults, many of the working relationships which are central to the role will see job holders needing to exert greater than normal emotional resilience.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.