



JOB DESCRIPTION	
Job Title	Community Support Assistant
Portfolio	Social Services
Reports to	Community Support Manager
Location	
Job Purpose	
<p>Flintshire's Community Support Services provides care and support enabling people to continue to live well in their own homes.</p> <p>We offer flexible support for people tailored around what matters to them. We support people to remain independent through providing care and support with a reablement approach. Support can be wide ranging and includes supporting with their intimate personal care, showering, dressing, supporting with medication, oral care, promoting health and wellbeing, support with meals planning and preparation.</p>	

Principal Accountabilities
<p>Support people with a reablement approach maximising their personal and physical independence within their homes.</p> <p>Build relationships with people and their families who live with dementia, supporting them to retain control over their lives and ensure their needs, wishes and feelings are met in a flexible manner which promotes and enhances their independence at home and in the community</p> <p>To provide care and support for individuals with complex care needs including end of life care.</p> <p>Develop and maintain effectively working relationships with manager and a range of other professionals to achieve the best outcome for the individuals we support.</p> <p>Work within FCC Policies and Procedures and Best Practice Guidelines and observe personal and workplace Health and Safety Standards.</p> <p>Partake in training as needs are identified, actively seeking to develop knowledge and skills and to contribute to staff and team meeting.</p>

Supervision/Management of People
None
Employment Checks/Specific Requirement i.e. DBS
None
Special Working Conditions
None

Person Specification		
<i>The person specification sets out the skill, knowledge and experience that are considered to be necessary to perform the role and will be used in short-listing both at application and interview stage. It is therefore important that you demonstrate on your application how you meet all of the essential requirements.</i>		
Academic/ Professional Qualification	Essential / Desirable	How this will be assessed?
QCF Level 2 in Care or commitment to achieving this.	Desirable	Application
Knowledge and Experience		
Good understanding of the needs of older people who are additionally vulnerable as a result of physical disabilities, sensory impairments and mental health/ dementia related problems.	Essential	Application
Ability to developing and build relationships with people responding to holistically to individual needs.	Desirable	Interview
Skills		
Be able to build positive relationships with people we support.	Essential	Application
Good record keeping and communication skills	Essential	Interview
Understand the importance of team working	Essential	
Friendly, warm enthusiastic and sensitive to the needs of others	Essential	Interview
Self motivated to take personal responsibility to provide high quality care and support.	Essential	Application/Interview
Commitment to personal development and ongoing training.	Essential	Interview
The ability to speak Welsh	Desirable	Application/Interview
Flintshire County Council Core Behavioral Competencies	Essential	How this will be assessed?
Customer First: Understand our customers (internal and external) and deliver high quality services to meet and exceed their expectation.	Essential	Application/Interview
Working Smarter: Being clear about what you are expected to deliver in your job and have the skills, motivation, enthusiasm and commitment to work effectively.	Essential	Application/Interview
Working Together/Partnership: Building and maintaining positive relationships in order to deliver better services for our customers and employees.	Essential	Application/Interview
Communication:	Essential	Application/Interview

Ensuring we understand each other, respect each other express and share ideas and information clearly.		
Change: Adapting to change and introducing better ways of doing things, through generating ideas and seeking out the best way to deliver our service.	Essential	Application/Interview
Leading and Managing: Leads and motivates self and others to continually improve performance.	Essential	Application/Interview