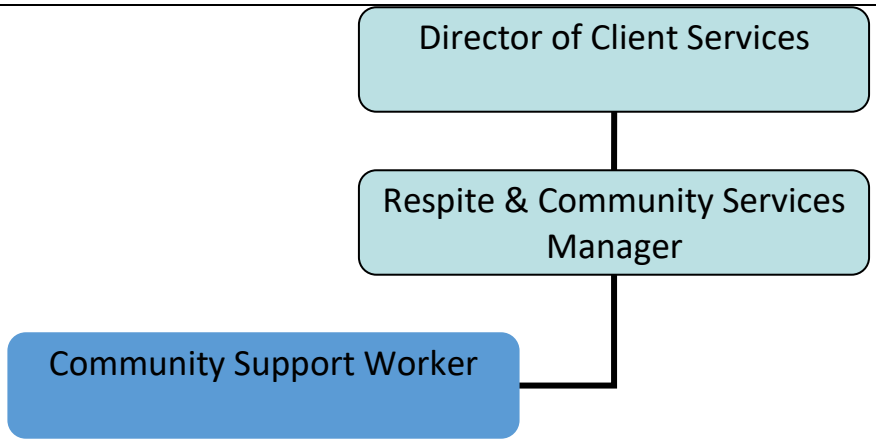
enabling people with disabilities

Job Description: Community Support Worker

Job Element	Detail
Overview of Ability West	Ability West provides a wide range of high-quality services to children and adults with an intellectual disability and autism across Galway City and County. Services provided are: day, residential, short breaks, community supports, rehabilitative training and multi-disciplinary supports. The ethos of service provision is underpinned by our Vision, Mission, Core Values and Strategic Plan, which is to empower people with disabilities to live self-directed lives in an equal and inclusive society. Each person is supported and valued within an environment which promotes their overall autonomy, health and wellbeing and enables them to reach their potential.
Job Title	Community Support Worker
Overview of Role	• Community Support is an exciting and innovative service which promotes an alternative respite service. • Community Support Workers provide a key role for the integration of Service Users within their own community. • Community Support Workers provide support to children, young persons, adults and their families by promoting and developing integration skills for all areas of daily living.
Purpose of Role	The purpose of this position is to support the Respite & Community Services Manager to provide support and respite for adults and children with an intellectual disability attending Ability West's services in accordance with Ability West policies, procedures and guidelines and the Ability West's Safety Statement.
Reporting To	The post holder reports directly to the Respite & Community Services Manager.

Key Working Relationships	Day service staff, residential staff, Respite & Community Services Manager, Community Support Workers, multidisciplinary Team
Organisation structure in regard to this Role	 Please note that Ability West reserves the right to amend or change the organisational structure at any time to meet service and business needs.
Department/Location	The role will be based at various locations in accordance with service and business needs, e.g. community setting, service users home etc.
Authority Levels	• Communication – service users, families and relevant external agencies • Participate in Quality processes

Key Duties	• To support children/adults development in a range of settings including the family home or within the community.
	• Co-operate on all aspects of programmes with staff and multi-disciplinary teams.
	• Develop a good working relationship with families and key people involved with Service Users.
	• Keep appropriate records & reports.
	• Ensure strict confidentiality in all matters concerning Service Users including the safe storage of reports and records.
	• To provide support to people with a learning disability and their families:
	  ○ Support which allows “access” to areas of community living.
	  ○ Support which enables the Service User to gain daily skills.
	  ○ Supports which provide respite to family members.
	  ○ Supports which provide care in the home.
	• Work with individual Service Users and groups whether after school services or evening projects.
	• Develop Service User skills including independent living, social development, personal care and community integration depending on

	Service User's preferences and ability. • Support Service Users wellbeing and development in a range of settings including the family home or community settings. • Use initiative to explore the learning potential and caring opportunities in any situation or activity and discuss this with the Respite & Community Services Manager. • Support service users in leisure or recreational activities. • Contact with families, requiring sensitivity and awareness. • Provide information and insights into the Service User's progress and maintain agreed records and data as part of ongoing assessment and programme development. • Work positively and constructively with service users who presents with behaviours that challenge. • As part of a team develop and update programmes that will include specific skills e.g. independent living skills, social development, personal care and community integration depending on service user's preferences and ability. • To establish and maintain a positive relationship with a service user that is based on respect, equality and that promotes independence. • Maintain high safety standards and ensure that all safety regulations are complied with. Implement and be familiar with the appropriate procedures in relation to the health and safety of service users, staff, and visitors as contained in the Ability West's Safety Statement. • Take responsibility for service delivery to the service user within the work place and to act as part of the key-worker system in consultation with the Manager and team. • Undertake relevant training courses, both in house and external, as may be required to develop the necessary skills to meet service user and organisational needs. *The list of key duties is not exhaustive.*
Other Requirements of Post	• Reliability and a flexible approach. • Ability to conduct oneself in a professional manner throughout the course of one's duties. • Adherence to Ability West's policies at all times.
Person Specification: **Essential Criteria**	• Previous experience working with people with an intellectual disability, autism or a similar field. • Has an interest and/or experience in working as part of a team involved in developing a new community based service for a service user with complex needs. • Has experience or the ability to be an effective keyworker and advocate for the Service User.

	• Ability to work as part of a team. • Excellent interpersonal and communication skills. • Motivated, energetic and enthusiastic personality. • A compassionate, mature and responsible attitude. • An ability to work under pressure.		
Desirable Criteria	• A professional relevant qualification.		
Key Competencies	• Genuine respect and empathy for diversity and individuality. • Flexible, responsible and mature approach to work. • Creativity (e.g. in using community resources, problem solving, dealing with service user needs). • Professional, accountable, good planning and time management skills. • Exceptional organisational and communication skills.		
Career Development	All employees of Ability West will be afforded Training and Development opportunities in regard to Career Development. In addition, there will be substantial training in legislative, Health & Safety and other job-related training provided on an on-going basis. The HR department will work closely with all staff to ensure that all necessary Training opportunities are fair and transparent for all staff.		
Post Holder Sign Off			
Line Manager Sign Off		**Date**	