JOB SUMMARY

Post Title	Community Support Worker						
Job Family	*Service Delivery*	**Pay Range**	*04*	**Line Manager to others?**	**No**	**Role profile ref**	*SD04*
Service Area	Adult Social Care and Housing Needs – Community Re-ablement & Outreach						
Line Manager	Re-ablement Leader						
Location	Island wide (Office base in Newport) County Hall						

Job Purpose

To empower adults to live as independently and confidently as possible by delivering high-quality reablement and longer-term care within their own homes. This includes promoting daily living skills, encouraging personal growth, and supporting individuals to achieve their goals.

The role involves providing compassionate personal care, emotional support, and motivation—tailored to each person's unique needs and preferences, as outlined in their individual support and goal plans**.**

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Champion a "doing with, not for" approach—working collaboratively with individuals to maximise their independence and confidence.
- Follow personalised support and goal plans, providing timely updates and feedback to senior staff to ensure care remains responsive and relevant.
- Deliver personal care with sensitivity and professionalism, including assistance with washing, dressing, safe mobility, toileting, and mealtime support. All care must be in line with the Intimate Care Protocol and uphold dignity, choice, and respect at all times.
- Accurately record care and support provided using electronic care record systems, ensuring entries are clear, timely, and compliant with service standards and data protection requirements.
- Support individuals with their prescribed medication by adhering to their support/goal plan and Medication Administration Record (MAR), completing electronic records accurately and reporting any concerns or errors to senior staff without delay.

Knowledge, Skills and Experience

Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
Reliable, responsible.	Will be undertaking early morning starts and late evening finishes over seven days, 52 weeks per year on a roster basis	**X**	
Awareness and understanding of the customer's needs.	To be able to speak with the people support and/or their relatives to find out the information needed to provide the best support. This includes reading the goal/support plan	**X**	
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	A sensitivity and awareness of meeting the needs of others in a kind and caring way		**X**
Safe and competent use of relevant equipment / tools.	Use of moving and handling equipment	**X**	
Knowledge of relevant health and safety procedures.		**X**	
Ability to communicate clearly to build trust both one to one and with groups.		**X**	
Ability to follow processes, carry out and review procedures, record and monitor information accurately.		**X**	
Basic literacy and numeracy.	Must be able to complete all relevant training required for the role and will actively attend and contribute to team meetings and	**X**	

	individual supervisions on a regular basis.		
Practical knowledge of ICT systems.			**X**
Able to maintain accurate records as and when required.		**X**	
Qualifications			
Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
May require relevant certifications including evidence of fluency in English language.	A minimum of NVQ/QCF Level 2 or willingness to work towards		**X**
GCSE level qualifications or equivalent experience			**X**
Other Requirements			

Working in Line with Isle of Wight Council Policies

The Isle of Wight Council is committed to safeguarding and promoting the welfare of vulnerable children and adults. As part of this commitment, we follow robust recruitment practices and expect all employees to be familiar with the Council's Safeguarding Policies, as well as other relevant procedures, to ensure safe, professional, and competent working practices at all times.

The Council also has a responsibility to protect its employees from harm, as far as is reasonably practicable. In turn, all staff have a duty to safeguard themselves and others. Employees are expected to understand and comply with the Council's Health and Safety Policies and complete any required training to meet health and safety standards.

All staff must adhere to the Council's Data Protection and GDPR Policies. You are responsible for ensuring that any personal information or data you collect, handle, or input is managed in accordance with these policies.

Finally, all post holders must be able to meet the travel requirements of the role, which includes holding a full UK driving licence.

UK Driving licence and own vehicle. **Essential**

Organisation Structure:

- **Director of Adult Social Care & Housing / Assistant Director**
- **Service Manager / Nominated Individual**
- **Registered Manager**
- **Deputy Manager**
- **Assistant Manager**
- **Re-ablement Leader**
- **Response Co-ordinator (RCT)**
- **Community Support Worker**