



Job Description

Job Title:	Community Support Worker (Long Term Conditions)
Responsible to:	Programme Manager
Salary:	£26,856 - £29,004 per annum + 6% pension
Hours:	36 Hours per week
Holiday:	25 days plus bank holidays per annum
Based at:	Federated4Health or various GP Surgeries as assigned
Contract:	6 months fixed term (with possible extension)

Purpose of Job

Cardiovascular (CVD) and lung diseases (chronic obstructive pulmonary disease - COPD) account for 32% of early deaths in Haringey. Prevalence is more common in deprived multi-cultural communities. In East Haringey reported prevalence is significantly below estimated prevalence, and lower than in neighbouring boroughs. Lower socio-economic groups are more likely to develop chronic kidney disease (CKD), and progress faster towards renal failure.

Haringey is the 4th most deprived borough in London. East Haringey is more deprived than the rest of the borough. Patients from black and minority ethnic backgrounds, particularly the Turkish/Kurdish and African/Caribbean communities, are much more likely to live in the East wards. Patients from these communities are at greater risk of developing CVD and CKD.

As a Community Support Worker (CSW), you will proactively reach out and contact individuals from the African and Caribbean communities using data provided by the Haringey GP Federation. You will encourage and support individuals throughout their decision-making process in a culturally competent manner by answering questions about the service, and why attending their health care appointments is important, particularly for those living with Chronic Obstructive Pulmonary Disease (COPD); helping dispel any fears and misinformation about the type of care they will receive from the clinical team.

This role will help individuals on a 1-2-1 basis, reviewing social, economic, housing and employment needs. You will help with booking or attending walk in sessions by supporting patients throughout this process, including attending appointments with them. The Community Support Worker will be employed by The Bridge Renewal Trust and seconded to work jointly with the Haringey GP Federation and the Long-Term Condition Service clinical team who are providing appointments throughout the borough.

- As an integral and highly valued member of the multi-disciplinary team, the CSW will provide formalised peer support and practical assistance to service users for them to regain control over their lives and their own unique recovery process ensuring their engagement and empowerment in their own care.

- Through sharing the wisdom from own lived experience (where applicable), inspire hope and belief that recovery is possible in others. Within a relationship of mutuality, facilitate and support information sharing to promote choice, self-determination, and opportunities for the fulfilment of socially valued roles and connection to local communities.
- The CSW will take a lead role in embedding recovery values and the enablement principles within the service setting in which they work, alongside Clinical colleagues, and act as an ambassador of Recovery and Enablement for the Federation with external agencies and partner organisations and multi-cultural community groups.
- The CSW will promote their role, through the provision of information and a range of learning opportunities for the multi-disciplinary team and others across the GP Federation.
- There is an expectation that CSW will be actively involved in the ongoing development of the service to improve engagement with the Haringey population who are disengaged from primary care.

As a core member of the multi-disciplinary team, the CSW will work alongside an agreed number of service users on a 1:1 and/or group basis for at least 60% of their time. They will also co-work with other colleagues in the service clinical team.

Main tasks and responsibilities:

1. To establish a supportive and respectful relationship with service users.
2. Help individuals identify their own achievable and meaningful recovery goals and set recovery objectives, drawing on your mutual resources as peers and utilising a range of recovery tools, techniques, and experience.
3. Model personal responsibility, self-awareness, self-belief, self-advocacy, and hopefulness via the appropriate sharing of own recovery story to inspire and instil confidence in service users.
4. Support service users to identify and overcome fears and within a relationship of empathy, trust and honesty, challenge negative self-talk.
5. Facilitate access to community groups and networks that enable service users to participate in community activities that will support their recovery and/or general wellbeing.
6. Act as a positive role model showing professional and caring attitudes and behaviour towards other multi-disciplinary team members, service users and carers.
7. Work in a way that acknowledges the personal, social, cultural, and spiritual strengths, beliefs and needs of the individual.
8. Use own initiative, personal experience, and job-related training in deciding on the approach and interventions required when working with a service user in delivering peer support, in line with supervision, mentor and other peer networks.
9. Ensure notes are written accordingly into the Haringey GP Federation EMIS System (patients record), as per policies and the service pathway.

General Duties

10. Attend team meetings to promote the use of self-directed recovery tools.

11. Attend clinical review meetings to feedback progress on recovery goals.
12. To raise awareness of recovery and Enablement language within the service team
13. Support other members of the team in promoting an enablement orientated environment and in identifying enablement and recovery focused activities imparting information/education as required.
14. To comply with all relevant organisational policies, procedures, and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.
15. To always comply with the organisational Information Governance related policies. Staff are required to respect the confidentiality of information about staff, patients and the business and in particular the confidentiality and security of personal identifiable information in line with the Data Protection Act. All staff are responsible for ensuring that any data created by them is timely, comprehensive, accurate, and fit for the purposes for which it is intended.

Training & Development

16. To participate in regular supervision in accordance with good practice guidelines and organisational policies.
17. To participate in the organisation's annual Appraisal process.
18. To attend regular monthly supervisions.
19. To attend/complete all relevant mandatory training as and when required to do so.

Quality & Patient Safety

20. Protection of Children & Vulnerable Adults – To promote and safeguard the welfare of children, young people, and vulnerable adults.
21. Implementation of NICE guidance and other statutory / best practice guidelines. (If appropriate)
22. Infection Control - To be responsible for the prevention and control of infection.
23. Incident reporting - To report any significant events, incidents of harm or near misses or complaints in line with the organisation's incident reporting policies ensuring appropriate actions are taken to reduce the risk of reoccurrence.
24. To contribute to the identification, management, and reduction of risk in their area of responsibility.
25. To ensure monitoring of quality and compliance with standards is demonstrable within the service on an ongoing basis.
26. To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients/ clients, visitors, and staff.
27. To recognise that the above-mentioned responsibilities are neither exclusive nor exhaustive and the post holder may be required to carry out other duties commensurate with the grade of the post.

Disclosure & Barring This post will require a DBS check at Enhanced level.

Person Specification – Community Support Worker (Long Term Conditions)

	Criteria	Essential/ Desirable	Assessment Method
1. Qualifications and special requirements	a) Level 2 or above oral & written literacy and numeracy	Desirable	AF
	b) Undertaken/willingness to undertake Community Support Worker training.	Essential	AF
	c) Commitment to obtain underpinning knowledge through work based learning and mandatory training.	Essential	AF
	d) Health care, social care or relevant NVQ Level 3 or equivalent skills.		
2. Experience	a) Experience of working with clients providing person-centred care, preferably in primary care or community setting.	Essential	AF/I/A
	b) Experience of planning and delivering community-based events, working with the communities identified within the scope of the role.	Essential	AF/I
	c) Experience of service delivery including performance monitoring and reporting.	Essential	AF/I
	d) Experience of partnership working, preferably within a multi-disciplinary team working	Essential	AF/I
3. Skills, Knowledge & Abilities	a) Understanding of Long-Term Condition issues experienced by individuals.	Essential	AF/I
	b) Excellent interpersonal skills and an ability to form peer relationships with service users and carers.	Essential	I
	c) Excellent listening, verbal, and written communication skills.	Essential	I
	d) Ability to demonstrate empathy, compassion and patience including understanding of how to be non-judgmental.	Essential	I
		Essential	I

	<p>e) Excellent team working skills including being tactful and diplomatic, and ability to build relationships with people from a wide range of backgrounds.</p> <p>d) Ability to plan, organise and prioritise work to meet tight deadlines.</p> <p>e) Understanding and knowledge of the equality legislation and health and safety regulations.</p> <p>f) Understanding and up-to-date knowledge of policy and practice in Adult Social Care and Health, including the principles of personalisation and social prescribing.</p> <p>g) Proficient in the use of Information Communications Technology, including Microsoft Office.</p> <p>h) Readiness to work flexibly, recognising the need to work occasional evenings and weekends.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>
4. Other requirements	<p>a) Demonstrable links with the African and/or Caribbean communities.</p> <p>b) Willingness to undergo enhanced CRB/DBS Disclosure.</p>	<p>Essential</p> <p>Essential</p>	<p>I</p> <p>I</p>

- AF – application form / supporting statement
- I – interview
- A – assessment exercise