Job Description

Job Details:	
Job Title:	Community Support Worker
Employer:	Diamond Home Assist LLP
Location:	West Lothian and West Edinburgh
Reports To:	Registered Manager / Management Team
Hours:	☐ Full-Time ☐ Part-Time
Contract Type:	☐ Permanent ☐ Temporary ☐ Fixed-Term
Working Pattern:	As agreed, and set out within the employee's contract and working arrangements.

Role Purpose:
The Community Support Worker is responsible for providing safe, compassionate and person-centred support to adults living within their own homes and communities. The role aims to support service users to maintain and develop their independence, exercise choice and control, achieve their personal outcomes and participate in activities that are meaningful to them. Support will be provided in accordance with each service user's Support Plan, risk assessments, agreed outcomes and Diamond Home Assist LLP's policies and procedures. Community Support Workers are expected to build positive and respectful professional relationships with service users while promoting dignity, inclusion, wellbeing and individual choice.

Key Responsibilities:	
Person-Centred Support	• Provide respectful, person-centred support in line with each service user's Support Plan. • Promote independence, choice, dignity and inclusion. • Build positive professional relationships with service users.
Daily Living & Community Support	• Support with community activities, appointments, shopping, meals and agreed daily living tasks. • Assist service users to maintain their home and independence. • Provide personal care and respite support where this forms part of the agreed service.
Health, Wellbeing & Safety	• Support service users' health and wellbeing in line with agreed guidance. • Follow risk assessments, support strategies and safe working practices. • Report changes, concerns, incidents or safeguarding issues appropriately.
Recording & Communication	• Maintain accurate and timely records. • Communicate appropriately with service users, colleagues, relatives and professionals. • Maintain confidentiality and report relevant concerns or changes.
Professional Practice	• Maintain professional boundaries and follow Diamond Home Assist policies and procedures. • Attend required training, supervision and meetings. • Meet relevant SSSC registration, qualification and professional requirements. • Work reliably, respectfully and as part of the wider team.

Safeguarding & Professional Standards:
Community Support Workers are responsible for promoting the safety, rights and wellbeing of service users and must report any concerns regarding abuse, neglect, exploitation or unsafe practice in accordance with Diamond Home Assist procedures. Staff are expected to work in accordance with Diamond Home Assist policies and procedures, the SSSC Codes of Practice and the professional standards expected within social care.

General:
The duties outlined within this Job Description are not exhaustive and may be reasonably adapted in line with the needs of the service and the requirements of the role. Any significant changes to the role will be discussed with the employee.

Person Specification

Criteria	Essential	Desirable
Values & Personal Qualities		
Compassionate, caring and person-centred approach	☒	☐
Treats others with dignity and respect	☒	☐
Honest, trustworthy and reliable	☒	☐
Inclusive and non-judgemental approach	☒	☐
Professional and able to maintain appropriate boundaries	☒	☐
Skills & Abilities		
Good communication and interpersonal skills	☒	☐
Ability to work independently and as part of a team	☒	☐
Ability to follow Support Plans, guidance and procedures	☒	☐
Ability to maintain clear and accurate records	☒	☐
Responds calmly to changing or challenging situations	☒	☐
Willing to learn and accept feedback	☒	☐
Experience & Knowledge		
Previous experience within social care/support work	☐	☒
Experience supporting people with complex needs	☐	☒
Basic safeguarding awareness	☒	☐
Qualifications & Practical Requirements		
Full driving licence and access to a vehicle for work purposes	☒	☐
Able to meet SSSC registration requirements for the role	☒	☐
Relevant SVQ / Health and Social Care qualification	☐	☒

Sign Off

Employee Name:			
Signature:		Date:	