



Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

<b>Job Title;</b>	Derbyshire Low Level Support Service (LLSS) – <b>Support worker</b>
<b>Salary;</b>	£26,203
<b>Hours of work;</b>	37.5 hours per week
<b>Responsible to;</b>	Derbyshire Low Level Support Service Manager
<b>Location;</b>	Blended–working from home and within the community. Role involves work/travel across Derbyshire and occasionally beyond.
<b>Start Date;</b>	As soon as possible.

### **The Service Aim**

Derbyshire County Council have funded a 3-year Low Level Support Service for anyone over the age of 18 who require support to remain living independently in their home.

The Service, working in partnership with **South Derbyshire CVS** and **Revival**, equitably across Derbyshire will deliver targeted, time limited, low level housing related support service across all tenure, to enable people to live safely and independently in their own home and preferred community for as long as practicable.

The service will work proactively in an asset and strengths-based way with people to identify and agree their future support needs or to respond pro-actively to more urgent presenting needs. The service will work on a tiered approach being a more intensive service initially working through to a managed exit strategy – by a review of the person's circle of support, community engagement and check-in's at agreed points and post exiting the service.

- 1) Crisis Response – this is not emergency response but giving support up to 6 weeks
- 2) Standard support – giving support for up to 12 weeks
- 3) Follow Up options – up to an additional 12 weeks of support if needed

The Service will provide information, advice and support to ensure people's home environments are safe, suitable and maintained/adapted to meet their needs – including referring to relevant services/providers to enable those interventions to be delivered.

### **The Role**

We are seeking to recruit 1 dedicated Support Worker to join our team working at Citizens Advice Mid Mercia Covering North East Derbyshire / Chesterfield / Bolsover) with the primary aim of providing:

***short-term, targeted support to individuals, focusing on maintaining their independence in their own homes.***

Responsibilities include supporting individuals not eligible for social care/NHS assistance, preventing escalation of needs, fostering community engagement, enhancing personal confidence, aiding in accommodation management, providing informed decision-making support, and actively engaging with local services to reduce hospital or residential care admissions. The role also involves collaborating with the Home Not Hospital service to support individuals' post-intervention when applicable.

- Assessing needs, risk, co-producing support plans, action plans and exit plan using the Outcome Star methodology for our customers
- Using the case management system to record the referral, arrange appointments and store all information relating to the customer.
- Delivering targeted, time limited, low level housing related support and completing outstanding actions including signposting to other community services whilst maintaining close contact with the customer.
- Completing case studies and sending out customer exit surveys when each case is completed.

### **Main Duties**

- Actively to promote the Derbyshire Low Level Support Service and to develop effective two-way referral pathways with partner agencies
- To liaise with service users and those referring to the service to establish eligibility; where appropriate, to undertake and document a person-centred holistic assessment of need
- To oversee the implementation of a **person-centred delivery plan** in response to the assessed need (as above), linking with other community-based services where appropriate
- To review service user progress at planned intervals, involving service users, family and referrers as appropriate; to work towards an agreed exit of the service.
- To carry out appropriate risk assessments
- To record all activities and keep up to date and accurate case notes on CRM
- To produce service and monitoring reports
- To work within agreed service standards and ensure contractual targets are met.
- To comply with all organisational policies and procedures and be fully committed to safeguarding, confidentiality and equality & diversity when carrying out duties
- Refer service users across to other VCSE organisations / teams for holistic support – creating a directory of contacts

**To support the above work the post holder will be expected to:**

- Monitor their work, keep accurate records and produce reports and statistics as required;
- Attend staff and team meetings, staff training and organisational development days
- Liaise with staff in partner agencies;
- Be responsible for their own health and safety and the health and safety of others who may be affected by their acts or omissions at work;
- Comply with CAMM's policies and procedures;
- Liaise with other Support workers working across the district within the Low Level Support Service
- Carry out any other reasonable duties as agreed with their Line Manager.

## PERSON SPECIFICATION – SUPPORT WORKER

<b>Skills</b>	<ul style="list-style-type: none"> <li>➤ Excellent customer service and communication skills including the ability to deal with difficult and challenging situations</li> <li>➤ The ability to support people to live independently in the community and build confidence and resilience</li> <li>➤ Partnership working skills</li> <li>➤ Effective planning, task and time management skills, the ability to meet deadlines</li> <li>➤ Excellent IT skills including the use of databases to record and report case information.</li> <li>➤ The ability to work within a team and on own initiative</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>➤ Good standard of education and/or evidence of personal development (equivalent to Level 3)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>➤ Experience of assessing and managing risks</li> <li>➤ Experience of working with vulnerable service users</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>➤ Good understanding of local Safeguarding procedures and responsibilities.</li> <li>➤ Good understanding of the Derbyshire Health and Social Care system including services which are available to people locally</li> <li>➤ Good understanding of a range of common health conditions</li> <li>➤ Good understanding of how life changing events (such as bereavement, ageing, physical or mental illness, welfare benefits or discharge from hospital) can impact on a person</li> <li>➤ Have a dedicated approach and awareness of equality, diversity and inclusion</li> <li>➤ Understanding of confidentiality and its application in a health and social care setting</li> <li>➤ Abide by safeguarding, GDPR, and health &amp; safety guidelines and share responsibility for own safety, that of colleagues and clients</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>➤ Hold a full UK driving license, have access to own vehicle and have business insurance</li> </ul>

## **Overview of Citizens Advice Mid Mercia Citizens**

Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 78 members of staff and many volunteers delivering services from four main offices and community venues.

Our CORE values.

- **Communicate:** We will be consistent, positive, passionate, and listen.
- **Ownership:** We will be accountable, make a difference, meet deadlines, keep promises and have solutions.
- **Respect:** We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.
- **Effective:** We will deliver quality, focus on detail and be professional.

**Probation Period:** 9 months – with possible extension if performance review is required.

**Benefits:** 28 days annual leave plus bank holidays pro rata. Up to 5% pension contribution, access to 24/7 counselling service.

**Positive Employment:** We welcome applications from people with disabilities and a variety of backgrounds. In accordance with Citizens Advice national policy, the successful candidate will be screened by the DBS.

If you want to chat about the role further, you can contact:

- Emma Johnson on 07768138510  
Or email [staff@citizensadvicemidmercias.org.uk](mailto:staff@citizensadvicemidmercias.org.uk) for an application pack