

CYMRYD RHAN  
JOB DESCRIPTION

<b>Job Title:</b>	Community Keyworker
<b>Base:</b>	Office and Locality Linked
<b>Hours:</b>	Salaried (£10.45 per hour)
<b>Responsible to:</b>	The Citizen and Senior Management Team

**Purpose of Job and the codes of culture we work to:**

To support the citizen by always doing the right thing, at the right time, and in the right way.

To feel part of something which creates autonomy to achieve the right thing for the citizen.

To be part of an organisation that is true to itself and will learn through openness, transparency and take pride and ownership in what we do.

To carry out business activities that support and protect the essential frontline keyworker role and that all activity is measured against the impact to the citizen.

**Responsibilities:**

- Work with individuals and others to identify the best forms of communication, listen and respond to individual's questions and concerns. Communicate with individuals, their families, other key people and professionals and with outside agencies. We work to and respond to the voice of the citizen and they decide what the right thing is for them.
- To create a culture where the individuals we support influence how we deliver services, and where staff feel that their contribution makes a difference, are clear about their role, are thoughtful about their practice and take personal responsibility for making things happen.
- To relate to and support individuals in the way that they choose, treat them with respect and dignity and assist in their protection from risk and encourage their ability to manage control over their choice.
- Understand each member's contribution to the team, and learn what everyone needs in order to be a successful team and run the service. To develop your knowledge and practice to meet the needs of the individuals you support and the organisation and to evaluate the quality of your work and identify training and development needs. To take

ownership and develop specific skills to manage aspects of the service in partnership with the overall team.

- To undertake any other duties as required in any part of Cymryd Rhan Services within the locality and as required by the overall demands for service delivery within the organisation.

### **Team Duties:**

- Delivering a flexible and responsive person centred supportive service and to continuously measure our ability to achieve this from the citizen's point of view.
- To contribute to the overall delivery of service, day to day management and development of the team. Having ownership on specific tasks and to create a seamless support process within the team through taking pride, ownership, enhanced knowledge and reflective learning.
- To work flexible hours that reflect the twenty four hour a day, seven days a week nature of the service. To work as a team to meet the demands of the service through co-ordination and planning on a local level. To respond to sudden changes that require a flexible response to meet the citizens need for a service.
- Access and update records and reports for the Service. This includes current and meaningful record keeping in partnership with the citizen. To utilise records to measure the impact of the support for the citizen, opportunities to explore new support options, manage risk levels and build confidence. Evaluate whether the four organisational culture codes are being achieved on the frontline.
- To carry out risk assessments and manage health and safety by continuously evaluating and checking that the citizen has control in their decision making against their current level of support needs.
- To contribute to the recruitment and selection of staff, ensuring the service is always adequately resourced by having staff who only work to the values set out by the organisation. To support the development of these staff for the organisation and the Social Care sector. To be a representative of the organisation and social care sector in all given circumstances. To include citizens in the selection of staff recruitment.

### **Person centred planning:**

- To work effectively as a member of a team in order to deliver person centred services that support people to achieve the outcomes they want. To only carry out support activities that enhance the citizens life where they are in control of their choices. To work closely with citizen representatives and family members where their relationship is key to inform the organisation how best to support the citizen.
- Preparation for, involvement in, production of and monitoring of the Person centred plan for each Citizen. To include the facilitation of individual's Support Plans, Reviews, Meetings, and Reflective Learning.

### **Development:**

- To participate effectively and constructively in your supervision and appraisal sessions, within the Buddy system. To be an active participant in your team that focusses purely on the citizen by way of upholding the codes and values of the organisation and staff who work within it. To reflect in partnership with the citizen on the impact of what we do. To communicate as a team which is open, transparent and embraces criticism as an opportunity to learn and improve.
- To always look for opportunities to develop yourself.

### **Key and specified tasks of the team:**

- To manage the workload as a team and be responsible for designing and delivering the rota of hours.
- To carry out the strategic planning and delivery by designing and reviewing support plans, risk management plans, health and safety checks, medication management, financial management and recorded team meetings.
- To support citizens directly by using the strategic planning and delivery process to timetable and structure support. To carry out tasks that the citizens needs you to complete or support to complete for themselves which include all domestic duties and personal care.
- To set up and manage a locality specific on-call system that supports staff and citizens by providing a response or capturing information to support the service.
- To advertise and recruit staff to join the organisation, to evaluate manage and support as a team the values of the organisation through buddy supervision and reflective learning.

- Question and clarify business activities that prevent the frontline essential support from achieving the organisational outcomes and with the help from SMT remove barriers that prevent us from doing the right thing for the citizen.