

Job Description

Position Details

Position:	Community Support Workers
Directorate:	Social Services
Service:	Provider Services
Position no:	X1 BG03194 (29hrs permanent) x2 BG18148 & BG18149 (30hrs fixed term)
Grade:	Grade 5
Hours of work:	x1 29 hour Permanent and x2 30 hour fixed term until 31 st March 2026 (with a strong possibility of extension until 31 st March 2027)
Work style:	Service Based Worker
DBS required:	Enhanced Disclosure with Adult Barred List
Contact:	Lucia Preece/ Claire Davies
Date:	18 th September 2025

Politically Restricted? ☐ Yes* ☒ No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Community Options Team Manager, Community Options Assistant Team Manager, Community Options Team Lead

Responsible for: Developing, encouraging and improving the lives and expectations of individuals who live in Blaenau Gwent who access the Community Options Service, by supporting, motivating and enabling them to reach their objectives.

Principal Accountabilities

1. The post holder will predominantly deliver an outreach service in the community with a requirement to be building based for administrative and Programme coordination activities.
2. To use creativity and innovation when planning and supporting Citizens in daily activities, which stimulate and motivate, promote independence and enable individuals to meet their full potential.
3. Develop/rebuild skills with Citizens to enable integration into the community i.e. Further Education and training, work/voluntary focussed projects, leisure activities, independent living skills etc.
4. To attend review meetings and participate fully in giving written comprehensive and objective feedback regarding Citizens.
5. Liaise with other agencies i.e. Health Workers to promote Citizen's wellbeing.
6. To fulfil a range of personal care tasks as identified in Care and Support Plan, using appropriate manual handling equipment

7. To support and develop individual skills in work related activities/tasks within the community, including assessed lone working.
8. To build and maintain relationships with families, carers and other partners who contribute to an outcome focused service provision.
9. To make decisions and use discretion in the Citizen's best interest, seeking advice where appropriate.
10. To administer medication where identified as an assessed need.
11. To make recommendations when there is a deterioration or improvement in the individual.
12. To be flexible across Community Options to support changing demands.
13. To be responsible for recording systems.
 - Maintain/Update individual personal files
 - Ensure timely records/reports are completed
 - Ensure all financial transactions are recorded in line with financial guidelines
 - Manage risk and ensure completion of risk assessments in written format
 - Ensure accidents/incidents are appropriately recorded and line manager informed
14. The ability to work with individuals who may display behaviours that challenge.
15. To assist in the formulation and implementation of behavioural modification programmes.
16. To manage conflict and contentious situations in a professional manner, seeking advice where appropriate.
17. To participate in relevant departmental training.
18. To be committed to own personal development.
19. To carry out other tasks and responsibilities of a similar nature to those listed above, as determined from time to time, by the Community Options Service, in relation to the smooth running of the service.
20. The post holder will require a valid driving licence and be prepared to use a car for work.
21. To provide flexible support to the Community Options service which will include working evenings weekends and Bank Holidays Pro Rata.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
QCF Level 2 in Health and Social Care and a willingness to work towards QCF Level 3 in Health & Social Care.	E	A
Experience		
Proven experience of working with people with learning / physical / sensory disabilities and / or mental health problems.	E	A,I
Knowledge / Skills		
Understanding the importance of the principles that promote independence, i.e. Dignity, Choice and Privacy.	E	A,I
Understand and respect the principles of Confidentiality	E	I
Knowledge of Person-Centred Approaches/ Outcome ways of working	E	I,P
Good working knowledge of IT systems and software.	E	A
Knowledge of Wales Safeguarding Procedures	D	I,P
Understanding of Positive Behaviour Management.	D	P
Knowledge of Blaenau Gwent policies and procedures.	D	P
Personal Attributes		
Commitment to equal opportunities and anti-discriminatory practices.	E	P
Commitment to the understanding of, privacy and the rights of people with disabilities.	D	P
Special Working Conditions / Requirements		
Able to write legible, accurate reports.	E	A
Able to liaise and communicate effectively with colleagues and other agencies/training providers/employers etc enabling service users to achieve greater independence	E	I,P
Able to work effectively within a team.	E	P
Full driving licence and access to a vehicle for work purposes with appropriate insurance	E	A
Able to drive a minibus.	D	I
Able to work flexible hours including evenings and weekends	E	A

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A, I
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	A, PP
Involves line manager / colleagues in setting and meeting targets	A, PP
Reorganises work when necessary	A, PP
Sees tasks through to completion whenever possible	A, PP
Seeks help if workload becomes unmanageable	A, PP
Uses initiative to report issues that arise that impact on others	A, PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	I, PP
Understands that changes are needed if things are to be improved	I, PP
Finds new and creative ways of doing things better	I, PP
Actively seeks to develop own skills and knowledge	I, PP
Learns from mistakes & welcomes constructive feedback	I, PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	I, PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	I, PP
Understands the links between own professionalism and the possible impact on the Authority's image	I, PP
Has a professional attitude that sets an example to colleagues	I, PP
Takes pride in own work and that of colleagues	I, PP
Is respectful, courteous and helpful at all times	I, PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	I, PP
Recognises potential value of others' opinions and actively seeks their contributions	I, PP
Asks for help when necessary	I, PP
Actively seeks to help others	I, PP
Is aware of the impact of own behaviour on others	I, PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	I, PP
Makes sure that people are regularly informed	I, PP
Uses appropriate language, gestures and tone when talking with others	I, PP
Checks others have understood & seeks advice when necessary	I, PP
Actively seeks to improve all forms of communication with others	I, PP
Communicates professionally by using formal channels appropriate to the situation	I, PP

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