

Role Profile: Community Support Worker (CSW)

KeyRing Mission

KeyRing connects people and inspires them to build the life they want.

KeyRing Vision

A welcoming world with communities that celebrate the skills and talents of everybody.

KeyRing Behaviours

We are: Ambitious, Brave, Connected

As a Community Support Worker at KeyRing you'll provide quality support staying true to KeyRing's approach and making a positive impact on lives.

You'll work flexibly to meet the needs of the team, the people you support and yourself.

You'll help people to stay safe from abuse, take the necessary steps to prevent it and promptly report any concerns.

You'll help people understand their rights and responsibilities.

You'll follow KeyRing's policies and procedures including ensuring accurate records are kept.

You'll work in line with the KeyRing behaviours:

Ambitious

You'll encourage people to live their best lives and overcome challenges. This will be captured in a support plan that they own and are proud of.

You'll help them to fill their time with things that are important to them like working, volunteering and learning

You'll celebrate and share the great things that people achieve

You'll learn new skills throughout your time at KeyRing and actively participate in your personal and professional development

Brave

You'll encourage people to push their boundaries and achieve more than they thought possible, including yourself.

You'll challenge when things aren't right and help people speak up for themselves.

You'll be prepared to try new things and think a little differently about people's support.

You'll be comfortable to work on your own and use your initiative to help people overcome any issues that they face.

You will work in a co-productive way where everyone is involved in the development and delivery of a great local service.

Connected

You will be a strong advocate for KeyRing and help to promote the great work we do in the area

You'll share information and guidance that is easy to understand so that people can make the right choices for them.

You'll support and promote opportunities for people to connect with others locally and nationally.

You'll encourage people to share their skills, talents and passions to create a network that supports each other

You'll be an effective team member, co-operating with others to get the best for everyone involved.

You'll connect with the local area and encourage people to do the same.

You will be culturally aware and promote equality and diversity in all you do

Person specification

This person specification will help you decide if the role is right for you.

Experience

You know what it feels like to support other people, and you've done that whether in your personal life, professional career, or through voluntary work.

Skills

You're good at organising yourself and managing your time well.

You have at least basic digital skills. You're familiar with basic Microsoft programs like Word and email systems like Outlook.

You're able to help people find solutions to their problems and challenges.

Personal Qualities

You're a natural connector and are passionate about communities and connecting people with their local area.

You're dedicated to inclusivity, non-discrimination, and promoting equality in all you do.

You're a great communicator.

You have a curious and adaptable approach that supports people to live their best life.

Knowledge

You can record information accurately and in compliance with General Data Protection Regulations (GDPR).

You understand the importance of data protection and keeping things confidential.

Aptitude

You're self-aware, adaptable and flexible.

You're committed to your own personal and professional development and learning.