
Community Support Services (CSS)

Can you help us help our residents?



February 2019



Elmbridge

Borough Council

... bridging the communities ...



About Community Support Services (CSS)

At a time when local authorities up and down the country are having to make difficult decisions regarding their services, we are proud of our commitment to support our older and more vulnerable residents through the community support services team.

This group of committed and inspiring individuals come together to offer our residents a huge variety of care and support. For example,

- Meals on wheels
- Seven Centres for the Community
- Community alarm and telecare services
- Community transport
- Relief carers scheme
- Independent living centre
- And specialist groups supporting those with Parkinson's and those recovering from a stroke.

A compassionate council

Compassion is about recognising another person's circumstances and, most importantly, it's about feeling compelled to take action to help them; ensuring they feel listened to and that they really do matter – as a fellow human being not just another item of work. This is key to working at Elmbridge and especially within the CSS team.

Working with the older and more vulnerable members of our community is a vocation as much as a job. Yes, we need you to be **organised**, able to **communicate**, to be a **team player** but also someone who can **work independently**, but most of all we need you to **care** about the people we serve and support.

The CSS team

You will be joining an experienced and committed team who are passionate about delivering for both the organisation and our residents. There are many common traits across our CSS team, words such as 'caring', 'committed', and 'going the extra mile' spring to mind. They are all as comfortable working independently as they are as a team, using both their experience and their compassion to help our older and vulnerable residents.

Some of our services include:



Meal on wheels

- We provide hundreds of meals per week
- A vital service for so many of our residents
- Partnership with Mole Valley to provide meals for their residents too.



Community alarm and telecare

- Independence for our older residents, as well as peace of mind for friends & family
- A round-the-clock commitment to customer care



Centres for the Community

- We have 7 Centres across Elmbridge, aiming to promote an active and full life for residents
- Offering a range of leisure activities and opportunities to learn new skills including, ipad training and exercise classes.



Dial-a-ride

- A door-to-door transport service using specially adapted vehicles for people of any age with limited mobility, who are unable to use conventional public transport, and are resident in Elmbridge.
- The service operates in and around the borough and is life-line for many of our residents.

Flexibility

We appreciate that juggling work and life commitments can be a challenge, which is why there are many roles within the CSS team offering part-time and flexible hours, as well as the option to job share. Please give us a call to find out more.

Is the Elmbridge CSS team a good fit for you?

- Knowing you are contributing to the community?
- Hardworking but laughing is allowed too?
- Flexibility to manage work and life?
- Able to demonstrate your organisational, communication and caring abilities?

Elmbridge as an employer

If you have read this far and are excited to apply for one of the roles available, we have more good news for you, Elmbridge Borough Council has much more to offer. Yes, there are all the benefits offered in our 'thrive' package such as:

- a free medical check and flu jab each year
- enrolment in our leisure discount scheme
- the opportunity to 'buy' up to 10 additional days annual leave, subject to conditions

There is also our wellbeing programme, as well as our varied culture of learning and development which enables you to learn more skills for life and employment. You will benefit from mindfulness sessions, mental health first aid courses and can join our team table tennis at lunchtime, because we believe that when you thrive, Elmbridge thrives.

In terms of learning and development, as part of our talent management programme, we will develop a bespoke learning and development plan for you.

What else?

Have a look at our careers website (elmbridge.gov.uk/joinus) and [LinkedIn page](#) to get more of a feel for the organization.