

Job profile

Service and job specific context statement

Directorate:	Health and Adult Services
Service:	Care and Support Services
Post title:	Care & Support Worker Care & Support Worker EMI
Grade:	Grade C(Residential) / Grade D (Residential EMI)
Responsible to:	Team Leader or Registered Manager
Staff managed:	None
Date of issue:	May 2019
Job family:	C&S - Care & Support

Job context

As a Care & Support Worker you will report to a Registered Manager, Deputy Manager or Team Leader and work as part of a team providing direct care and support to adults with care & support needs in either of the following settings:

- Domiciliary care services provided in the adult's own home based within a local community or an extra care scheme. Or,
- Older people's day services, respite or residential services including specific support within a safe environment to people experiencing dementia

The support you provide will either be in the local community in the home of the adult with care & support needs; in an Extra Care setting; or within residential settings including working with adults with complex needs including dementia. You will work in ways which are consistent with the key aims of maintaining dignity and respecting human rights, as well as maximising the independence and wellbeing of the adult. You will also work in accordance with current legislation, and Directorate policy and procedures, working within the framework of Care Quality Commission (CQC) standards and individual care plans/ support plans.

At times your work with the adult with care and support needs will be in partnership with Health, Voluntary and Private Agencies, families and carers.

In line with the requirements of the Care Quality Commission's (CQC) Skills for Care Common Induction Standards (CIS) we ensure that all staff have undergone thorough training and development before they can safely work unsupervised. People starting a new role or those who are new to the social care sector will complete the CIS within 12 weeks of starting their new role. Your line manager has the responsibility for assessing you and signing off these standards.

You will be required to work evenings and weekends as part of a 7 day service.

There will be posts that will specifically cover nights.

An enhanced DBS clearance is required. This role involves spoken communications so a confident use of English language is required.

Career progression

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New starter (If you have little or no experience of care work or relevant work/life experience)

Grade C spinal column point 2

No formal care qualifications are necessary however there is a clear expectation that you will complete the Care Certificate and a Level 2 Qualification in Health & Social Care within 12 months. You will also receive induction training and appropriate vocational training.

Grade C spinal column point 3 to 4 If you have over 12 months experience of care work and have an eligible qualification, you will start on this level.

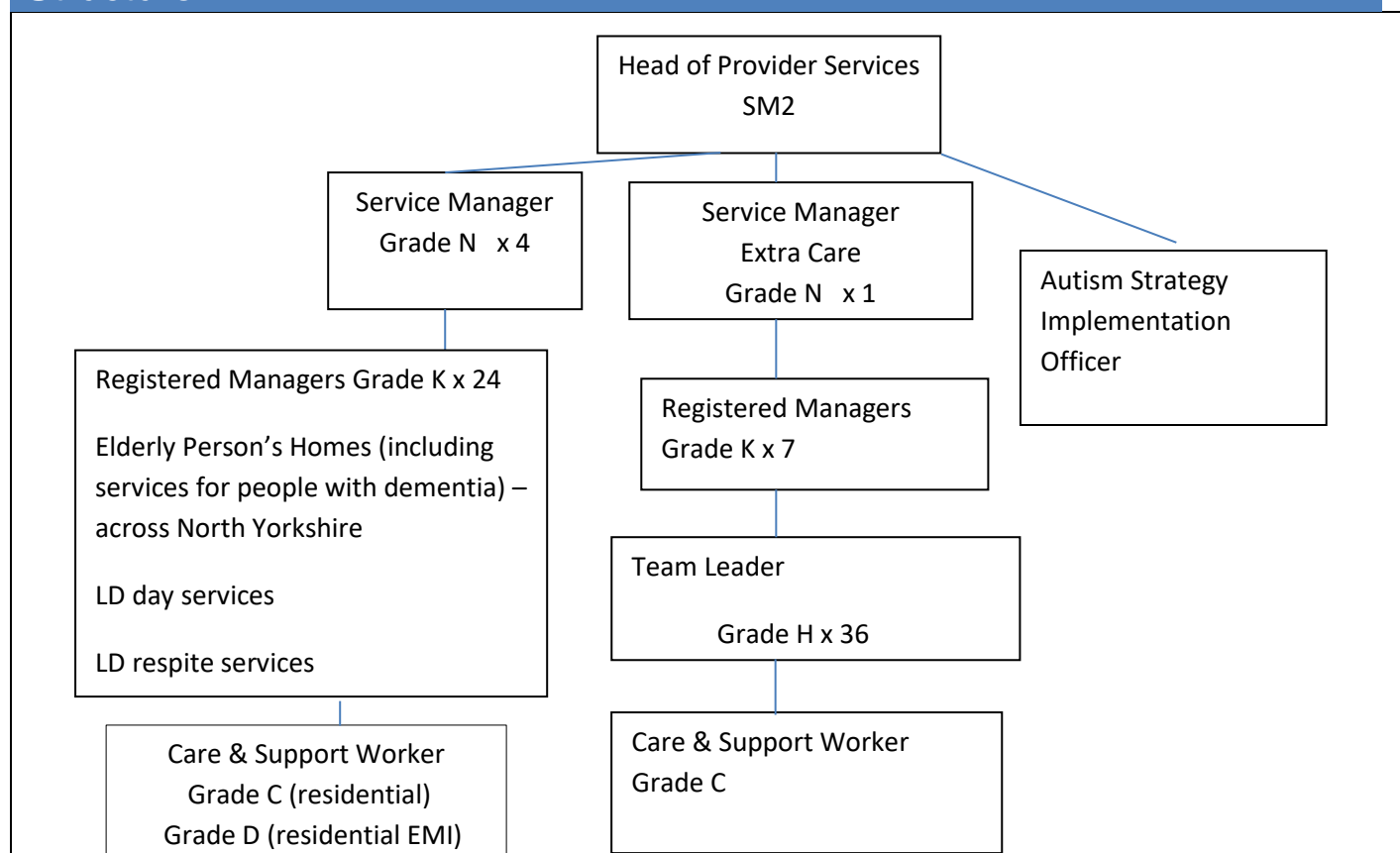
Possible future career options for experienced Care & Support Workers, when vacancies arise, could be to continue to develop their skills, knowledge and experience as a Care & Support Worker Reablement. You could also develop equipment related skills as an Independence Coordinator or move into a first line management post as a Team Leader. Future options could include more senior roles as Social Care Coordinators or Registered Managers.

Grade D spinal column point 4-6 NOTE – Grade 5 ONLY APPLIES TO POSTHOLDERS WHO ARE WORKING IN ROLES TO SUPPORT RESIDENTS IN EMI SETTINGS.

For the services where these posts are appointed to, the responsibility for support and guidance will be overseen and guided by the Registered Manager of the specific service (and other managers as appropriate). This will include any appropriate training and development required in line with the statutory and mandatory training policy.

You could develop your skills and move into a Senior Care & Support worker role. You may also have the opportunity to upskill your qualification to gain your Level 3 Diploma in Health & Social Care.

Structure



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Job Description	
Job purpose	You will provide adults with care and support needs with safe, effective, compassionate, high-quality personal care, and support to people in the community within their own homes to enable them to retain their independence, wellbeing and dignity.
Operational management	<ul style="list-style-type: none"> • Support adults with care and support needs to maximise their independence and wellbeing in a person centred manner • Encourage adults to access universal services and mainstream community facilities in their area • Provide appropriate personal care in a manner that promotes dignity and independence, assisting people to maintain their personal hygiene and appearance • Ensure where appropriate people to live in a safe, comfortable, warm and clean environment and alert manager if environmental issues arise. • Provide all support in line with support plans to achieve the outcomes identified by the person • Support/enable people to maintain a healthy and balanced diet. • Undertake continuous monitoring throughout the duration of the service, recording and reporting accurately <p>In addition to the above, for EMI staff only: -</p> <ul style="list-style-type: none"> • Supporting people experiencing dementia who will have a need for more intensive and ongoing emotional support for potentially lengthy periods of time.
Communications	<ul style="list-style-type: none"> • Communicate effectively with adults with care and support needs and families, friends and partner agencies. <p>In addition to the above, for EMI staff only: -</p> <ul style="list-style-type: none"> • To be able to respond to people experiencing dementia by utilising different communication approaches and techniques appropriate to the individual.
Partnership / corporate working	<ul style="list-style-type: none"> • Work as a member of a team, including participating in multi-disciplinary working (including Health and District Councils, Voluntary & Private Agencies) as directed).
Resource management	<ul style="list-style-type: none"> • Support people in managing their personal affairs and finances with others. • Support/enable people to manage their own medication as appropriate.
Systems and information	<ul style="list-style-type: none"> • Maintain accurate, up to date, written and other personal records, as appropriate.
Safeguarding	<ul style="list-style-type: none"> • Contribute to the safeguarding of vulnerable adults and alert an appropriate person where potential abuse is identified • Identify environmental and falls risks provide appropriate advice and information and refer on when necessary. • Support people in managing and acceptable level of risk in their day to day lives.

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Person Specification

Essential upon appointment

Knowledge

New starter (no experience)

- Basic awareness of the role social care can play in people's lives

Experienced starter

- Knowledge of current best practice in the social care of older people and adults
- Knowledge of adult safeguarding issues
- Working knowledge of use of equipment such as hoists, wheelchairs, lifelines and other assistive technology
- Knowledge and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role.

Experience

Experienced starter

- Demonstrable experience in social care or a related area or work experience or voluntary work.

Occupational Skills

New starter (no experience)

- Literacy and Numeracy skills to Level 2, required to understand a support plan, complete daily and medication record sheets
- Ability to use creative solutions that enable people to maximise their independence including assistive technologies
- Ability to communicate clearly and effectively with people receiving services, carers and other professionals as necessary
- The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
- Ability to communicate clearly and concisely in writing using language which is understandable to the reader and to complete routine paperwork
- Ability to relate well to different individuals
- Basic level of organisation skills
- Ability to work with others in a small team
- Ability to contribute to day to day risk assessment and H&S practice with support
- Basic computer and keyboard skills.

Experienced starter (in addition to the above)

- Able to find solutions for routine day to day service delivery problems with support from senior worker
- Ability to implement day to day changes in agreement with the person receiving support as appropriate

Desirable on appointment

New starter (no experience)

- Have a working knowledge of local community resources and universal services.
- Basic awareness and understanding of how Equality & Diversity, Dignity & Respect, and Human Rights will apply to this role.

Experienced starter

- Working knowledge of long term conditions such as Dementia, Autism, MS etc.
- Have a working knowledge of local community resources and universal services

New starter (no experience)

- Minimal experience of social care or a related area or work experience or voluntary work

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<ul style="list-style-type: none"> • Ability to carry out tasks as detailed in the support plan and deal with problems appropriately (e.g. does a client need headache tablets or GP assistance) • Ability to work as part of a multi-agency team, and at times take direction from staff from other agencies • Share skills, knowledge and experience in working towards common goals • With guidance as necessary, be able to act on behalf of individual effectively (e.g. to access GP, District Nurse, Benefits Agency, etc.) • Good level of organisational skills, ability to prioritise and manage own workload with assistance <p>In addition to the above, for EMI staff only: -</p> <ul style="list-style-type: none"> • Ability to cope with the significant demands and intensity in interactions, communication and support to people with dementia, personal resilience 	
<p>Professional Qualifications / Training / Registrations required by law, and/or essential for the performance of the role</p> <p>New Starter (no experience)</p> <ul style="list-style-type: none"> • Commitment to complete the Care Certificate within first 12 weeks in service • Commitment to complete a Level 2 Qualification in Health & Social Care within 12 months of commencing in post <p>Experienced starter</p> <ul style="list-style-type: none"> • Level 2 Qualification in Health and Social Care 	<ul style="list-style-type: none"> •
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to travel across own and neighbouring teams to work in the homes of adults with care & support needs. • Requirement to work evenings and weekends on a rota basis as part of 7 day service 	
<p>Behaviours</p>	<p>Link</p>

You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.