

JOB DESCRIPTION

Post title	SOCIAL CARE WORKER
Division / Section	HOME CARE SERVICE
Department	HEALTH AND SOCIAL CARE
Responsible To	HOME CARE COORDINATOR

Purpose of Job

The City of Edinburgh Council In-House Home Care Service aims to deliver high quality responsive services in line with National Care Standards to vulnerable adults to assist them remain confident and safe in their own home and prevent inappropriate admission to hospital or care home. Services should always be delivered within the ethos of reablement which assists service users to achieve their maximum independence. The **purpose** of the Social Care Worker's job is

- To work in vulnerable people's houses without direct "on site" supervision working alongside other social care or health staff, to deliver a home care service to people with complex to challenging complex needs to enable them to remain at home

Major Tasks

- To deliver care and support to service users in accordance with their care and support plan. (70%)
- To take a lead role as the key worker in all work required in service users' homes (10%)
- To act as key worker to service users with complex and challenging needs and be responsible for the delivery of care and support to them in accordance with their care plan (10%)
- To undertake work and integrated approaches as part of a multidisciplinary team (10%)

Job Activities

To undertake tasks as outlined in the service user's care and support plan/treatment plan. These tasks may include:

- A range of intimate personal care tasks (as per Joint Working Protocol) and following training e.g. assist with bathing/showering, continence management (toileting, changing catheter bags) stoma care, apply creams to skin, eye drops, nail care and oral hygiene.
- To take a lead role in the care and support plan for individuals by providing monitoring information in verbal and written form
- To enable and assist service users in achieving maximum independence, life opportunities and involvement with their personal and community networks and resources including monitoring patterns of behaviour using Telecare/Telehealth where appropriate
- Be involved in handover from reablement and introduce the long-term service to service users if required
- To provide verbal and written information if required to aid the assessment process

- To liaise and co operate with other department services or external agencies in respect of support needs of individuals
- To contribute to and attend case discussions and care plan reviews for service users whom they have key working responsibilities
- Update home care records e.g. personal plan (MARs charts, personal plans/daily progress sheets) in service user's home
- Attend progress meetings
- Record all service user contact on agreed paperwork and ensure recording and files are kept updated
- Contribute to monitoring and ongoing risk assessments by checking progress notes for service users and maintain established safety protocols
- Assisting service users with mobility, transfers using a hoist, tracking and other equipment;
- Undertake the administration or prompting of medicines for the service user (after training) as per CEC medication Policy and Procedures
- Monitor level of risk as in care plan and take appropriate action. – not new but changed wording
- To work with service users who have or may be living in vulnerable situations and may be or are in need of protection as per the Department's policy
- Undertake environmental risk assessment following training
- Working with and responding appropriately to challenging behaviour following training
- To be aware and carry out departmental and section policies and procedures
- To be aware of Health and Safety issues and to promote safe working practice in accordance with departmental guidelines
- To be aware of lone working requirements
- Maintain stock levels of supplies for service user in liaison with line manager
- Prepare and cook meals and assist users by feeding where necessary;
- General Cleaning;
- Laundry;
- Shopping, receiving money and paying bills on behalf of service user as per care plan, buying small items, collecting prescriptions, etc;
- Preparing fires/keeping house warm as required;
- Assisting service users with reading letters and supporting them to draft correspondence if required;
- Responding to service users who may be in need of protection e.g. keeping people safe as per Care Plan.

Supervision and Management of People

Nil.

Creativity and Innovation

The nature of tasks and the people the SCW is required to work with will range from people with complex to challenging/complex needs. There will be a requirement to develop abilities including:

- The ability to develop approaches for managing the support and care of service users, especially in relation to their social needs
- Write reports in care plan that clearly identify the key elements of the changing circumstances of service users
- The ability to respond to crises during working hours and decide on the appropriate course of action
- The ability to manage complex competing demands
- The ability to develop a person-centred approach to care planning and reviews of service for individuals
- To understand the boundaries within an integrated approach to service provision
- Each visit, record information in the care plan and report any discrepancies to line manager

- Report any issues of concern e.g. changes to an individual's wellbeing to line manager.

Contacts and Relationships

Internal

- Line Manager, Co-ordinator, Practice team manager, Home Care Service Manager Emergency Home Care and Emergency Social Work Service, Occupational Therapist

External

- To work directly with Service Users, Carers and relatives
- Health staff in primary and secondary care Mental Health Services: GPs, CPN, Community Mental Health Teams, Psychiatrists, Emergency Team; Hospital psychiatrists and Physicians, Nursing staff at all levels in hospitals, District Nurses.
- A range of community based voluntary organisations and their staff.
- Housing and Public Utility sector staff.
- Care Commission and Inspection Unit Staff

Decisions (Discretion)

- Working as part of an autonomous team within a framework of accountability
- Recognising change in individuals' condition or pattern of behaviour using Telecare technology and reporting to case holder/ line manager or other appropriate person
- Inform line manager re a service user's circumstances where necessary e.g. Emergency SWS, District Nurse, General Practitioner, Community Psychiatric Nurse, Psychiatric Emergency Team, Community Mental Health Team.

Decisions (Consequences)

- Decisions relating to identifying support needs of clients and contributing to individual care plans.
- Decisions relating to reviews of service for individuals.
- Decisions regarding liaison with internal and external agencies, and confidentiality guidelines.
- Deciding when to report issues of concern to the Line Manager, District Nurse or appropriate manager.
- Decisions made in monitoring and contributing to, ongoing risk assessment for individual clients.
- Decisions when dealing with challenging behaviour.

Resources

- Vehicles – staff member should comply with relevant policies and procedures if the job is deemed to require a COEC vehicle
- Small amounts of service user's money

Environment – Work Demands

- To ensure at all times that care practice is non discriminatory and the individual's personal beliefs and preferences are appropriately acknowledged
- Work in any locality to meet the contingencies of services as directed by line management
- To respond flexibly to shift cover changes as appropriate to meet the exigencies of the service as directed by line management
- To be aware of Health and Safety issues and to promote safe working practice in accordance with Department guidelines.
- Have the ability to work with people who display a range of behaviours including challenging behaviours
- To be aware of lone working requirements
- To be familiar with and to follow departmental guidelines on confidentiality and confident care planning
- Ensure equipment supplies are in place
- To undertake appropriate training and development
- Adaptability to change

Environment – Physical

- Daily travelling (15%)
- Stairs daily (5%)
- Standing for long periods (20%)
- Kneeling and bending frequently (10%)
- Working in cramped conditions (5%)
- Manoeuvring people with assistance or equipment on a daily basis movement with use of mechanical aids, pushing wheelchairs and bathing (10%)
- Moving and handling of service users (20%)
- Assisting with the use of hoists, tracking and other equipment (10%)
- Carrying of groceries (5%)

Environment – Working conditions

- Exposure to body fluids on a daily basis
- Exposure to verbal and physical aggression as per health and safety and risk assessment outcome
- Home environments e.g. hygiene, ergonomics, pets, passive smoking
- Lone working on a daily basis
- Road traffic conditions
- Inclement weather

Environment – Work Context

The nature of tasks and the people the Social Care Worker is required to work with will range from routine to complex to very complex and challenging needs. (See attached list)

Mental Demands

- Regular working with service users with complex and challenging complex needs
- Concentration required when undertaking personal care
- Increased concentration required when completing documentation in the individual home where there is little opportunity to control the level of background distraction.
- The ability to act expediently and appropriately when responding to crisis situations.

Emotional Demands:

- Communicating with distressed/anxious/worried /relatives on a regular basis.
- Caring for the terminally ill, chronically sick, disabled, death.
- Caring for Service Users following receipt of bad news.
- Regularly dealing with challenging/difficult behaviours

Knowledge and Skills

- The need to acquire a good understanding of the care values associated with national and local policies, including the National Care Standards
- The ability to acquire an awareness of care services provision by the Local Authority, Lothian Health and the Voluntary Sector.
- The need to acquire a good understanding of issues and individual support needs with respect to risks for the service users.
- Develop their knowledge of culture, diversity, ethical, professional and legal frameworks to support service users and carers
- To deliver and understand that care practice is non-discriminatory, and the service user's personal beliefs and preferences are appropriately acknowledged.
- To de escalate and manage challenging situations
- To undertake appropriate training and development in discussion with line manager.

- To undertake written communication

Organisation Structure

Manager of Home Care G11
Home Care Service Manager G9
Home Care Co-ordinator G7
Home Care Organiser G5
Social Care Worker G4
Social Care Assistant G3

Date..... Signed.....(Job Analyst).....(Manager)

Appendix: Listing of Tasks for Service Users

Tasks broken down into levels of complexity.

SCAs would undertake routine to complex tasks only

SCWs would undertake all tasks

Routine Tasks	Complex Tasks (including tasks as per the Joint Working Protocol)	Very Complex/Challenging Tasks (including tasks as per the Joint Working Protocol)
<ul style="list-style-type: none"> • Recording in care plan • Reporting service users in need of protection • shopping, • cleaning, • laundry, • bed making, • meal preparation, • paying bills, • letters and correspondence • Contact with families • Team meetings • Supervise Cooker Use • Laundry (FPC only if Incontinence) • Sleeping/Overnight Security • Communication • Socialising • Activities relating to tenancy • Interests relating to tenancy • Relationships with Neighbours • Safety Appliances • Safety Gas • Security of Dwelling 	<ul style="list-style-type: none"> • Cooperative working with Nurses • Mobility • Hoisting • Transferring and positioning • Prompting Medication as per medication policy and procedures • Administration of medication as per CEC policy and procedures • Medication Alerts • Assisting with passive motion - telecare • Motivate/Support • Anxiety/Safety • Memory/Remind • Two to visit tasks • Transfer / Use of hoists • Dealing with falls • Helping/carrying out with personal/intimate personal care • Un/Dressing • In/Out of bed • Bathing, Showering, Bed Bathing And Assisted Washing • Assisting with dry dressings • Continence mgt/toileting • Help to Eat/Drink • Infection Control • Catheter Care • Skin Care • Hair Care • Eye Care • Nail care • Teeth and Mouth Care • Assistance for Diabetes • Engage with Other Services • Training to maintain 	<ul style="list-style-type: none"> • Keyworking • Handover • Reading and understanding Telecare analysis of computer generated monitoring information used to identify people's behaviour patterns • Adult protection monitoring • Assisting with complex modified diets • Supporting people with prescribed exercise programme provided by physiotherapist • Monitoring and Managing Challenging Behaviours • 'liaise with professionals to facilitate resettlement activities for people moving from institutional care to community • Make referrals to OTs for equipment • Assisting with stoma care • Working in an integrated approach with health staff

	<p>Dwelling</p> <ul style="list-style-type: none"> • Controlling Access to Dwelling • Supporting service users with Benefit correspondence & Official Correspondence • Supporting people moving on to less supported accommodation e.g. from sheltered housing to mainstream housing 	
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