

## JOB DESCRIPTION

<b>Post title</b>	Social Care Worker - Homes for Older People - Night Duty
<b>Division / Section</b>	Social Care Performance
<b>Department</b>	Health and Social Care
<b>Responsible To</b>	Team Leader (60 bedded units) / Depute (40 bedded units)

### PURPOSE OF THE JOB

- To assist in the development of a personal plan detailing personal care and support required, ensuring the health, well-being and emotional needs' of service users are met and that their individual outcomes are achieved.
- To assist the in the monitoring and reviewing of individual resident's personal plans as they pertain to overnight care and have responsibility for meeting the service users' assessed needs as part of a multi-disciplinary team approach to practice.
- To provide a personal care service compatible with the policies, procedures and standards set by the Department and the Scottish Commission for the Regulation of Care and the S.S.S.C.

### MAJOR TASKS

#### Personal Plans/Named Key / Worker

- In conjunction with the Team Leader, Depute and Care Assistants contribute to Personal Plans and Reviews of service users. To act as Named / Key Worker to a number of service users and liaise with a range of professional staff (50%)

#### Direct Care

- To provide direct personal care in line with individual personal plans (50%)

## **JOB ACTIVITIES**

### **Personal Plans/Named Key / Worker**

- To monitor night personal plans ensuring changing personal care needs are reported and addressed.
- Maintain service users' night time personal files by recording changes and significant events in report sheets, food and fluid charts and food diaries.
- To contribute, as required, with the Development and Review of Personal Plans as they pertain to the overnight needs of Service Users.
- To contribute to changeovers and to report and record significant observations/changes in general health, well being and any events relating to resident care.
- Record significant changes in health and well-being and observation in the Personal Plan
- Communicate and liaise as required with Physicians and Community Medical staff, in out of hours services to ensure the medical and physical needs of service users are met
- To adhere to policies and guidelines around Adult Protection and to report concerns immediately to the Team Leader; Depute or Manager.
- To collaborate with the Team Leaders in any admissions out of hours and to record personal effects / valuables etc.
- To accompany some users to hospital when required.

### **Direct Care**

- Delivering direct personal care in accordance with personal plans and in consultation with Health Care Professionals.
- Help services users keep track of their clothes and possessions.
- Give assistance or support with personal hygiene and appearance, i.e. bathing, shaving, nail cutting oral hygiene etc
- Give assistance /support with dressing / undressing
- Give assistance/support with mobility, transfers and positioning, including use of manual handling equipment
- Give assistance/support to enable services users to eat and drink
- Give assistance/support to enable services users to access and use toilet facilities
- Give assistance/support to the management of service users continence including catheters and colostomy care

- Give assistance/support to enable services users to achieve physical comfort
- To provide care to service users requiring palliative care
- To assist the Team Leader / Depute with the after care of a deceased person
- To provide night time care and support to service users with special needs e.g. dementia; challenging behaviour etc.
- To administer medication in accordance with departmental guidelines. Ensuring accurate recording; ordering and recording of delivery; monitor any side effects and monitor any services users who choose to self-medicate.
- To be aware of health and safety issues, in particular the need to wear personal protective equipment etc and to observe the Food Handling Regulations, Infection Control Policies and safe Moving and Handling
- To have awareness for security and to offer assistance to visitors entering the unit.
- To respond in line with the Missing Persons Procedure and to contact ESWS/Manager as necessary
- To participate in staff meetings as required.
- To adhere to the standards of practice set out in the S.S.S.C Codes of Conduct

### **SUPERVISION AND MANAGEMENT OF PEOPLE**

- There are no line management responsibilities associated with this post
- Post holders will be expected to support Social Care Assistants, volunteers and students.

### **CREATIVITY AND INNOVATION**

Post holder will work within a framework of recognised procedures however there is scope for creativity in interpreting the way the procedures are applied and outcomes achieved e.g.

- To contribute to the development of social activities and entertainment programmes for service users
- To be flexible in meeting the changing needs of services users, including the ability to adapt to changing policies in the working environment
- To develop service users care / personal plan; to discuss the content of the personal plan with service users / carers and with the support of the Team Leader / Depute draw up the service users personal plan considering innovative and creative ways to meet service user needs

- Consider ways to communicate effectively with service users with communication difficulties.

## **CONTACTS AND RELATIONSHIPS**

Due to the nature of night time working Post holders are likely to operate within detailed working procedures. Contact with others will be limited, and will mainly be on an urgent, unplanned basis. E.g.

- Relatives / carers / representatives of services users
- Other professional staff involved with services users e.g. GPs/NHS Staff/Social Care Direct, Police and NHS 24, Fire Service (occasional)
- Care Inspection Staff (occasional)

## **SUPERVISION RECEIVED**

- Face to face supervision will be provided by the Team Leader (Nights) or Depute on an individual basis as set out in the councils policy
- Performance review will take place and an agreed professional development plan will be put in place as set out in the councils policy

## **Decisions (Discretion)**

Post holder will work within clearly defined procedures involving decisions chosen from recognised choices and within clear parameters:-

- Deciding when to report issues of concern to the Team Leader (nights), NHS 24 or appropriate manager.
- Decisions made in monitoring and contributing to, ongoing risk assessment for individual service users.
- Decisions taken in response to an unplanned / emergency situation
- Recognising change in individuals' condition or pattern of behaviour
- Post holder may on occasion have to re-prioritise workload depending on service user demand or unplanned situation.

## **Decisions (Consequences)**

- Decisions made may directly impact on the health, safety and well being of service users and others e.g. decision not to report concerns or errors
- Decisions made will impact on the quality and standards of service delivery

## **RESOURCES – no budgetary responsibility**

There are no direct resource responsibilities attached to this post

## **ENVIRONMENT – WORK DEMANDS**

Post holders will carry out range of tasks and work to a routine pattern of work dictated by service user needs. Interruptions will occur and post holder will require to be flexible and adapt to changes.

Post holders will require;-

- To work a Rota pattern
- To work with service users who display challenging behaviours and may be unpredictable
- To ensure that at all times care practice is non-discriminatory and service user's personal beliefs, choices and preferences are appropriately acknowledged.
- The ability to respond to unplanned situations in a calm flexible way
- To work under pressure at times to assist the delivery of planned care and to respond to unforeseen circumstances when they arise
- To develop an understanding of challenging behaviour and how to respond to it including the need for special support for some service users in order to ensure the health and wellbeing of others.

## **ENVIRONMENT – PHYSICAL**

- Stairs daily
- Standing for long periods
- Kneeling and bending frequently
- Pushing service users in wheel chairs both in the building and outside
- Maneuvering service users or equipment on a daily basis
- Moving and handling of service users, including the use of equipment

## **ENVIRONMENT – WORKING CONDITIONS**

- To undertake intimate personal care
- Exposure to body fluids on a daily basis
- Exposure to verbal and physical aggression
- To be able to work under pressure
- Exposure to heat
- Moving and handling of service users in confined spaces
- Potential risk of exposure to infection

## **ENVIRONMENT – WORK CONTEXT**

Work potentially involves risk to personal safety, health problems or illness. E.g. Musculoskeletal problems and infection.

- Caring for service users with end of life care needs requires emotional resilience.
- Risk of physical and verbal assault from aggressive service users
- Demand led service delivery

## **KNOWLEDGE AND SKILLS**

- Qualifications: S.V.Q. II in Social Care/Health on recruitment. SVQ III to meet SSSC registration requirements.
- Knowledge of the ageing process
- Knowledge of Dementia Care and Challenging behaviour.
- Knowledge of the care standards and SSSC Codes of Practice
- Ability to communicate clearly both verbally and in writing with a wide range of service users
- Interpersonal skills
- Personal Care and principles of care
- Infection prevention and control
- Knowledge of Adult support and Protection legislation and guidelines
- Knowledge of aspects of complex care including palliative care, nutritional care and care planning
- Use of moving and handling equipment
- Ability to write coherently
- Some basic computer skills
- Ability to negotiate with others
- Ability to listen
- To acquire, develop and maintain a good understanding of the “core values” associated with health and social care e.g. privacy, self-determination, dignity, choice etc.

- Effective communication with services users, relatives, representatives, colleagues and employees from other agencies.
- To understand the impact of policies and procedures on day to day activities
- To develop an understanding of group dynamics and team work philosophies.

## **EXPERIENCE**

- To have experience of practice in a Home for Older Service users or related care settings
- To have an understanding of the specific needs of older service users
- Experience helping service users who have a range of health, care and support needs would be essential
- Working within a team setting or knowledge of team working would be essential