

JOB DESCRIPTION

Post title	Social Care Worker - Homes for Older People
Division / Section	Social Care Performance
Department	Health and Social Care
Responsible To	Assistant Unit Manager

PURPOSE OF JOB

To contribute to the creation and maintenance of a homely environment where service user's needs are met and their personal outcomes achieved. To participate in assessment, care planning, review and provide personal and emotional care to meet service user's needs.

MAJOR TASKS

1. To assist the Manager to develop 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. (33.3%)
2. To assist the Manager in the monitoring and reviewing of individual service user's personal plans and have responsibility for meeting service users' assessed needs and agreed outcomes as part of a multi-disciplinary team approach to practice. (33.3%)
3. To provide for the personal care, support and emotional needs of service users in line 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. (33.3%)

JOB ACTIVITIES

Care Planning

- To act as "Named Worker" and assist the Manager to develop an individual personal care plan for a number of service users.

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- To assist the Manager and other support staff, including G.P.s, District Nurses, and other care and support respecting their individual rights and choices.
- To ensure at all times that care practice is non-discriminatory and that service user's personal beliefs and preferences are appropriately acknowledged.
- To assist the Manager in being aware of, and responsive to, the needs of service users with special care needs e.g. dementia, depression and mental health difficulties
- To make time to get to know and support 'named' service users on a one to one basis.
- Accompanying the Manager on pre-admission visit(s) to the service user at home/in hospital to assist with an introduction to the Care Home by building and establishing rapport.
- To determine the level of risk service users may experience and complete a Risk Assessment.
- In collaboration with service users, carers, staff and volunteers set up and participate within group and individual social activities/programmes and entertainments within the home and the wider community.
- Liaise and collaborate with Community Health staff, relatives, carers, friends and ministers to gather and share information to ensure the best personal care possible.
- To contribute to multi agency discussions as required and provide verbal or written reports as appropriate.
- Enabling service users to maintain contacts in potentially isolating situations e.g. due to poor mobility, communication problems due to a stroke and incorporating into the Personal Plan.

Monitoring and Review

- Working in partnership with Community Health personnel, provide accurate information to assist with the development of treatment plans and to provide the health and well being of service users.
- With the Assistant Manager have responsibility for monitoring the personal plans ensuring changing personal care needs are reported and addressed.
- To contribute to changeovers and to report and record significant observations/changes in general health, well being and any events relating to service user care.

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- In conjunction with the Social Care Assistant assist the Manager with service user reviews and contribute to written assessments as appropriate
- In conjunction with the Assistant Manager maintain service users' personal files by recording significant events in report sheets in accordance with the "Open Access" Guidelines.
- Help service users keep track of their clothes and possessions.
- To report timeously to the Assistant Manager any significant occurrence or change in service users.
- Ensure safe management and administration of medication systems in accordance with departmental guidelines. Ensure accurate recording; monitor any side effects and monitor any service users who choose to self medicate.
- To assist the Manager in the admission/discharge process and to record personal effects and valuables etc.
- To be aware of health and safety issues, in particular the need to wear personal protective clothing, equipment etc and to observe the Food Handling Regulations, Infection Control Policies and safe Moving and Handling.
- To adhere to policies and guidelines around Adult Support and Protection and to report concerns immediately to the Manager.
- To have awareness for security and to offer assistance to visitors entering the unit.
- To be familiar with the Missing Persons Procedure

Direct Care

- To undertake a range of personal/intimate care tasks as part of service user's personal care or treatment plan as directed by Health Care professionals.
- To provide direct personal care in line with individual personal plans
- Provide support where required to relatives and friends of service users
- Provide assistance or support with personal hygiene and appearance i.e. bathing, shaving, nail cutting etc.
- Provide assistance/support with dressing/undressing

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- Provide assistance/support with mobility including the use of manual handling equipment.
- Provide assistance/support to enable service users to eat and drink
- Provide assistance/support to enable service users to access and use toilet facilities.
- Provide assistance/support to the management of service user's continence.
- Provide assistance/support to enable service users to achieve physical comfort.
- Provide care to service users requiring palliative care
- Assist with the after care of a deceased person
- To provide care and support to service users with special support needs e.g. dementia, challenging behaviour etc.
- To respond sensitively and flexibly to a wide range of service users

OTHER DUTIES

- To participate in staff meetings
- To follow the department's guidelines relating to confidentiality
- To undertake training and development
- To undertake any other duties appropriate to the level of the post.
- 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.
- To communicate effectively with service users, relatives, representatives, students, colleagues and employees from other agencies.
- To maintain a working knowledge of the function of outside agencies.
- To understand the impact of policies and procedures on day to day activities and have an awareness of relevant local and government strategies.
- To develop an understanding of group dynamics and team work philosophies.

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- To develop an understanding of challenging behaviour and how to respond to it including the need for special support for some service users.

SUPERVISION AND MANAGEMENT OF SERVICE USERS

- There are no line management responsibilities associated with this post. However the post-holder will be required to use skills and knowledge to support Social Care Assistants, volunteers and students.

CREATIVITY AND INNOVATION

- Developing approaches for managing the support and care needs of service users with challenging and complex needs
- To contribute to the development of social activities and entertainment programmes for service users.
- To be flexible in meeting the changing needs of service users, including the ability to adapt to changing policies in the working environment
- Consider ways to communicate effectively with service users with communication difficulties

CONTACTS AND RELATIONSHIPS

Frequent contacts -

- Relatives / carers / representatives of service users
- Other professional staff involved with service users e.g. GPs/NHS Staff/Social Workers

Less frequent contacts -

- Care Commission Officers
- Volunteers
- Lawyers
- Ministers of Religion
- Students

SUPERVISION RECEIVED

- Face to face supervision will be provided by the Assistant Manager on an individual basis as set out in the council's policy
- Performance review will take place and an agreed professional development plan will be put in place as set out in the council's policy.

DECISIONS (Discretion)

- Referring to other Departmental Services or external agencies about service users' circumstances where necessary e.g. District Nurse, General Practitioner, Community Psychiatric Nurse etc.
- Deciding when to report issues of concern to the Line Manager, District Nurse or appropriate manager e.g. Adult Protection issues.
- Reporting equipment/supplies shortages
- Decisions made in monitoring, and contributing to, ongoing risk assessment for individual service users
- Decisions about how to deal with the immediate issues arising from challenging behaviour.
- Recognising and reporting change in individuals' condition or pattern of behaviour.

DECISIONS (Consequences)

- Decision taken will impact directly on the health, safety and wellbeing of service users.
- Decisions taken will affect the risk to service users.
- Decisions taken will affect the standards and quality of care offered by the care home.

RESOURCES

There are no direct resource responsibilities attached to this post.

ENVIRONMENT – WORK DEMANDS

- Working as part of a team within a framework of accountability.
- The Social Care Worker will work a flexible rota pattern to meet the needs of service users; respond flexibly to shift cover changes as appropriate to meet the exigencies of the service.
- Work in any localities to meet the exigencies of service.
- Work with service users who display a range of behaviours.
- Adaptability to change and adapt practice to meet changing needs.

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- A mature approach with the ability to respond to unplanned situations in a calm flexible way.
- Work under pressure to assist the delivery of planned care and to respond to unforeseen circumstances.
- To operate in a positive and confident way and to use initiative based on the skills and knowledge required for the post.
- To adhere to Department and Service Policy and Procedures
- To adhere to Health and Safety Policy and Procedures and to promote safe working practice in accordance with Departmental Guidelines
- To be familiar with, and to follow, Department Guidelines on confidentiality and confident care planning.

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 with assistance or equipment on a daily basis.
- Moving and handling of service users, including the use of equipment.

ENVIRONMENT – WORKING CONDITIONS

- To work with agency staff as part of the team; supporting and directing them.
- 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

- Social Care Worker will undertake tasks which are routine tasks and will work in conjunction with the Manager when doing complex and challenging tasks
- Risk of injury from aggressive service users.
- Demand led service delivery.

MENTAL DEMANDS

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

EMOTIONAL DEMANDS

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

KNOWLEDGE AND SKILLS

- Qualifications: SVQII in Social Care/Health on recruitment. SVQIII to meet S.S.S.C. Registration requirements.
- Knowledge of the ageing process, the main problems associated with age.
- Knowledge of the National Care Standards.
- Ability to communicate verbal in plain English with a wide range of service users.
- Interpersonal skills
- Ability to write coherently
- Ability to gather and contribute information
- Ability to negotiate with others
- Ability to make decisions and prioritise work
- Ability to listen

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- Knowledge of managing challenging behaviours
- Ability to apply basic I.T. skills
- Knowledge of team working
- Use of people handling, techniques and equipment
- Understanding of diversity and equal opportunities
- De-escalating and managing challenging situations
- Awareness of the legislative process especially as it relates to the Protection of Adults

EXPERIENCE

- To have experience of practice in a Care Home for older service users or related care settings.
- To have an understanding of the specific needs of older service users
- Experience helping older 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

Routine Tasks	Complex Tasks	Very Complex/Challenging Tasks done in conjunction with the Team Leader
• Basic recording • Laundry, • bed making, • Contact with families • Communication • Socialising • Safety appliances • Mobility • Transferring and positioning • Motivate/support • Dealing with falls • Assisting with personal care • Assisting in and out of bed • Assisting with dressing/undressing • Bed bath/bathing/showering • Assisting to eat and drink • Assisting with continence/continence care • Simple catheter care • Simple colostomy care • Assisting with oral hygiene • Simple skin care • Simple eye care • Working within the guidelines of infection control • Assisting with outings	• Mobility • Transferring and positioning • Assisting with passive motion • Motivate/support • Transfer/ use of hoists • Dealing with falls • Assisting In/out of bed • Assisting with washing; bed bathing; bathing, showering, • Assisting with wound dressings as per Joint Working Protocol • Assisting with eat/drink • Peg feeding • Assisting with continence /continence care • Catheter care • Colostomy care • Skin care • Eye care • Assisting with oral hygiene • Assistance for diabetes • Engage with other services	• Key working • Handover • Personal planning and reviews • Assisting with admission and discharge • Partnership working with health colleagues • Adult protection monitoring • Assisting with complex modified diets • Supporting service users with prescribed exercise programme provided by physiotherapist • Administration of medicines as per policy and procedures • Challenging behaviour

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ORGANISATIONAL STRUCTURE

