

Post title	Care and Support worker
Division / Section	Disability Services
Department	Health and Social Care
Responsible To	Care and Support Manager

Purpose of Job

Provide direct care and support to adults with a disability, also contribute to care planning and the overall service delivered. These services will be delivered by the postholder working in shift patterns.

Major Tasks

To assist the senior care and support worker and manager to develop personal plans, ensuring the health, well-being and emotional needs of service users are met and that their individual outcomes are achieved, taking a lead role and full responsibility for the development, Implementation and regular review of personal plans

- To act as a 'named worker' and with the support of the senior care and support worker to develop an individual care plan
- To make time to get to know and support named service users on a one to one basis
- After agreement with your line manager, to determine the level of risk service users may experience and complete a risk assessment
- To be responsible for delivery of care and support to service users in accordance with the National Care Standards.
- To liaise and co-operate with other departmental services or external agencies in respect of the support needs of individuals, e.g. Health and Benefits
- To contribute to multi-agency case discussions and care plan reviews, and to provide written reports for individual service users if required
- To plan, organise and facilitate group and individual activities.

To support service users to develop and maintain inclusive lifestyles, within their local communities; to provide personal care, support and meet emotional needs of service users.

- To Support and enable the promotion of independent living skills
- To recognise and respond to crises during working hours and decide on the appropriate course of action.
- To support people to develop and expand community and maintain relationships with family, friends and neighbours.
- To communicate with service users, carers, colleagues, management and employees from other agencies.

- Develop your ability to use a variety of communication methods.
- To provide support to service users who may challenge, in particular people with autism and challenging behaviour
- Assisting service users to make healthy choices regarding exercise or diet, complying with dietary needs as identified by other health professionals such as speech and language therapists.
- To undertake a range of personal/intimate care tasks, following training, that are included as part of the individual's care plan, whilst maintaining dignity and service user privacy.
- Assisting / supporting service user's mobility including supporting with transfers using a hoist, tracking and other equipment.
- Undertaking a range of tasks as agreed with their line manager
- Management of Medicines - Prompting and administering medicines as per CEC Medication Policy
- Accurate recording as per Management of Medicines Policy and Procedures, taking responsibility for PRN (Pro Re Nata) medication where appropriate, after appropriate training.

To support the senior care and support workers in the monitoring and reviewing of individual service users personal plans and have responsibility for meeting service users' assessed needs and agreed outcomes as part of a team approach

- To provide monitoring of service user/staff risk on a daily and emergency basis
- Supporting with equipment and adaptations.
- To provide a person centred approach to care planning and reviews of service for individuals.
- Work with your line manager to have responsibility for monitoring the personal plans of service users.
- In conjunction with your line manager maintain service users personal files

Safety & Security

- ensure the property and furnishings are (made) safe and secure and report any defects to property care
- monitor and report to line manager on workmen and visitors
- ensure appropriate response to any mishaps, accidents and incidents taking advice from managerial staff present
- where appropriate, undertake & record fire tests and drills
- take responsibility for keys
- co-ordinate evacuations of service users and staff in the event of fire or service disruption

Continuity & Smooth Running

- To provide communication of any issues that need to be shared from previous shifts
- In the event of an emergency, and in agreement with the duty officer, undertake a sleep over as part of the service's duty of care
- log non-service user activities and events in appropriate records/logs
- record deliveries and ensure these are dealt with appropriately

Recording & Administration

- complete service user case-notes
- log and administer service user medication in line with unit procedures
- take responsibility for handling/logging phone-calls
- receive, securely store and receipt service users' cash as required
- balance all monies held in the safe

- record mishaps, incidents and accidents and report to managerial staff

Other Duties and Responsibilities

- To work with the Line Manager and the other members of the team to ensure that the service is provided.
- To feedback to the Line Manager both about the service to individuals and the operation of the service generally, through team meetings and supervision
- To undertake one to one supervision sessions with a Line Manager
- To ensure at all times that care practice is non-discriminatory and the individual's personal beliefs and preferences are appropriately acknowledged.
- To have a knowledge of and carry out departmental and section policies and procedures.
- To have a knowledge of Health and Safety issues and to promote safe working practice in accordance with Department guidelines.
- To have a knowledge of lone working policies
- To have knowledge of Departmental guidelines on confidentiality, open access and case recording in line with Data Protection legislation.
- In agreement with the line manager to undertake agreed mandatory training for disability services.
- The line Manager will undertake a performance review and development (PRD) meeting with the post holder on an annual basis and agree a professional development plan for the year ahead.
- The post holder is expected to work independently with service users supported by co-workers and care and support assistant managers.
- Mentoring new staff,volunteers, students and agency workers,with the support of line management.
- Regular face to face supervision will be provided by the line manager on an individual basis

Supervision and Management of People (Numbers and type of staff)

Nil

Creativity and Innovation

- Developing approaches for managing the support and care of service users, especially in relation to their social needs.
- Developing interesting and diverse activities in consultation with service users using a Person Centred approach.
- Development and use of creative communication methods to actively promote and enhance service users' abilities on an individual basis.
- To think creatively in various situations in order to diffuse any potentially challenging behaviour.

Contacts and Relationships

Internal

- Line Manager, care and support assistant manager, care and support staff, administrative staff, catering staff, agency workers, students & volunteers.
- Social Workers, Occupational Therapists

- Drivers, escorts

External

- Service Users, Carers and Relatives
- Health staff in primary and secondary care: GPs, CPN, District Nurses, Psychiatrists, CLDT, Occupational Health etc.
- A wide range of community based voluntary organisations and their staff.

Decisions (Discretion)

- Make decisions in monitoring and contributing to ongoing risk assessment for individual clients.
- Make decisions relating to identifying support needs of service users and contributing to individual care plans.

Decisions (Consequences)

- Share responsibility for decisions relating to reviews of service for individuals.
- Share responsibility for risk assessments
- Participate in decisions regarding liaison with internal and external agencies, and confidentiality guidelines.
- Reporting issues of concern to the Line Manager or appropriate manager. i.e Adult protection in line with CEC policies and procedures
- Participate in decisions when dealing with challenging behaviour.
- With the appropriate Medication Administration training decide when to administer 'As required (PRN)' medication following agreed protocols and the Management of Medication Procedure

Resources

- Vehicles, staff member should comply with relevant policies and procedures if the job is deemed to require a CEC vehicle. Staff may be asked to use their own private vehicle in accordance with the Departmental Policy
- The postholder will be utilising Council funds and will be responsible for accounting for those funds.

Environment – Work Demands

- To work shifts and weekends as part of a rota
- To ensure at all times that care practice is non-discriminatory and the user's personal beliefs and preferences are appropriately acknowledged.
- The service is a city wide; staff need to be available to work in a variety of locations.
- In agreement with the line manager's work flexibly to ensure the best outcomes are achieved for service users.
- To carry out departmental and section policies and procedures.
- Ability to work with people who display a range of behaviours including challenging behaviours and conflict
- To be aware of Health and Safety issues and to promote safe working practice in accordance with Department guidelines.
- To be aware of lone working policies.
- To be familiar with and to follow Departmental guidelines on Data Protection, confidentiality and confident personal planning.
- Request equipment supplies before they run out.
- To undertake appropriate training and development.

- A flexible approach to the demands of the service
- A professional approach with the ability to respond to unplanned situations in a calm flexible way.
- Good value base linked to the recognised National Care Standards
- Being proactive and being able to take the lead
- Adopt a positive approach and demonstrate the use of initiative
- Use supervision effectively
- To undertake any other duties appropriate to the level of the post

Environment – Physical

- Daily travelling
- Stairs daily
- Standing for long periods
- Kneeling and bending frequently
- Working in cramped conditions
- Manoeuvring people with assistance or equipment on a daily basis movement with use of mechanical aids, pushing wheelchairs and bathing after appropriate training and moving and handling of service users after appropriate training Use of hoists after appropriate training
- Assist in setting up rooms
- Assist the Manager to maintain a safe environment

Environment – Working conditions

- Exposure to body fluids, using appropriate facilities and equipment, adhering to COSHH regulations.
- Potential to experience verbally, physically and psychologically challenging behaviour from some service users Lone working on a daily basis
- Staff may have to plan meals around service users' needs taking into account dietary requirements and cultural needs.
- Road traffic conditions
- Inclement weather
- Working in the community
- Working for long periods without a break due to the demands of the support service.

Environment – Work Context

The nature of tasks and the people the care and support workers' are required to work with will range across everyday routine supporting basic needs to complex and challenging needs.

- A focussed approach required when undertaking personal care
- The ability to act expediently and appropriately when responding to risks and crisis situations.
- Regularly working with service users with complex and challenging complex needs.
- Complexity of the Post can be physically and psychologically challenging.
- Behaving as a Role Model
- Resilience
- Palliative care and dealing with death (not very frequent but as required)
- Communicating with distressed/anxious or worried carers and service users
- Caring for people with complex needs
- Regularly dealing with challenging/difficult behaviours.
- Managing relationships within the service encompassing service users and staff teams.
- Awareness of Mental Health issues.

Knowledge and Skills

- Have achieved the equivalent or be working towards the Scottish Vocational Qualification (SVQ) level 2 in Social Care
- Experience in working in social care settings is desirable
- Working towards Higher National Certificate (HNC) and Scottish Vocational Qualification (SVQ) level 3 in Social Care is desirable
- The knowledge of care values associated with national and local policies procedures and legislation, including National Care Standards.
- A good knowledge of issues and individual support needs with respect to risks and risk taking for the service users, as evidenced through SVQ2 training
- Demonstrate good social care practice in working with new staff, volunteers, students and agency workers.
- A good knowledge of culture, diversity, ethical, professional and legal frameworks to support service users and carers
- A knowledge of care services provision by the Local Authority, Lothian Health and the Voluntary Sector.
- Specialised training such as epilepsy, autism awareness, dementia, peg feeding, mental health issues, bereavement, Counselling, CALM, diabetes may be required.
- Knowledge of disability and the issues that can be raised
- Working with people with a disability whether they be physical and/or learning disability.
- The ability to use a wide range of communication techniques and listening skills
- Good observational and interpersonal skills
- Decision making
- An knowledge of Health and Safety requirements
- Researching, gathering and contributing information
- Report writing (Personal Plans) in accordance with National Care Standards
- Monitoring information
- Team working
- Incident reports
- Stress Management, in relation to your health
- Intimate personal care which may include the use of Hoists/ Aids
- Dealing with medicines under the managing medicines policy Understanding of diversity, equal opportunities and anti-discriminatory practice.
- De-escalating and managing challenging situations
- Driving licence is desirable
- Administrative skills including knowledge of using PC's for word processing and email, use of My HR and the Orb
- Planning for yourself and service users, use of SMART objectives, contingency planning
- Experience of work in a community setting with people who have a disability and a range of complex needs is essential.
- A professional approach with the ability to respond to unplanned situations in a calm flexible way is essential.

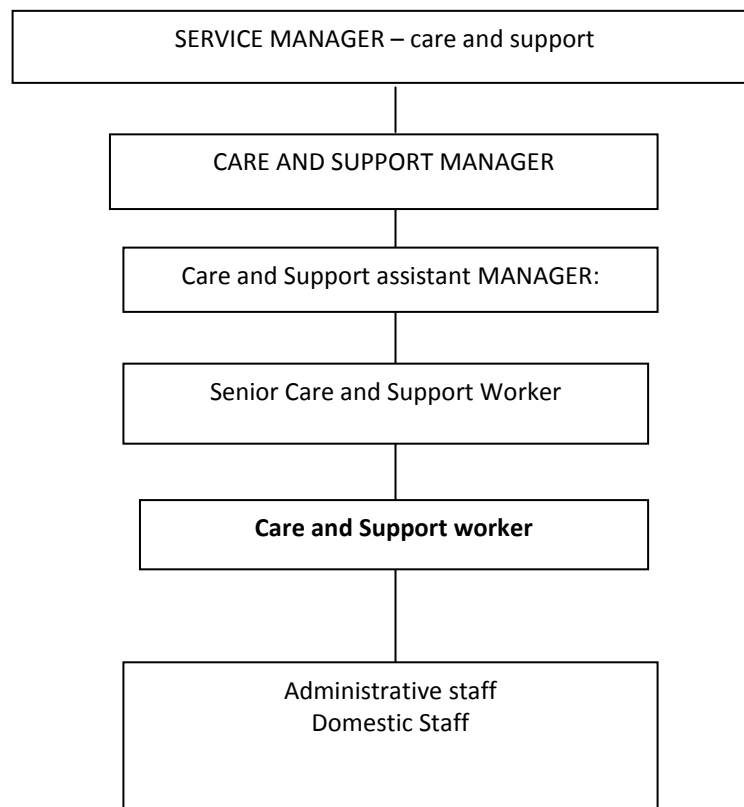
Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required

to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with

Organisation Structure



Signed:

Date: 6 January 2016