



Job Description

Job Title: Intermediate Care Support Worker

Grade: Skill Zone 3 / Pay Band 7

Division: Manx Care, Intermediate Care

Responsible to: Intermediate Care Services - Service Manager

Overview

We, in the Intermediate Care Division, are committed to developing bespoke support packages which meet the needs of individual service users. We understand the importance of communication, respect and innovation, in providing care and support to service users, to enable them to achieve the maximum possible level of independence, ensuring a good quality of life.

The role of the Support Worker contributes to this commitment by supporting service users with a variety of complex needs, enabling them to live independently for longer. You will work within the Department's Intermediate Care Service, delivering excellent quality care and support for Isle of Man service user.

The Intermediate Care Service cover the whole Isle of Man, therefore the post holder may be required to work anywhere across the Island depending on the needs of the service at any one time.

The aim of Isle of Man's Intermediate Care Services is to work with service users, intensely and for a short period of time, to enable them to live to their maximum level of independence in their own homes.

The Intermediate Care Services operates 365 days per year, from 08:00am – 10.00pm on a daily basis. On occasions Support Workers will be expected to respond to emergency situations which require working outside their normal duties.

The service operates an Island wide service and Intermediate Care Support Worker must be willing to work anywhere in the Island, subject to the needs of the service. In addition and where necessary, to provide short term prevention and rapid response intervention to enable vulnerable adults to remain independent in their own homes.

- To be posted to one of the three teams of Support workers, and depending on the needs of the service be prepared for working anywhere on the Island at any time.

- To reevaluate the ongoing Intermediate Care goals and make adjustments / set new goals as required
- To motivate service users and their families to continue engagement in the Intermediate Care programme.
- To lone work in the community within Service User's private residence, and as a member of a team assisting with delivery of a high quality of person centred support; to comply fully with the Lone Worker Policy and guidelines for your own safety.
- To work within a community placement setting to support the service user in transitioning back to their own home after a spell of respite care or hospital admission.
- Required to attend and contribute to discharge meetings and service user reviews when requested supporting the Intermediate Care goal planning.
- Regularly report users' progress and changing needs and circumstances; at least once every fortnight or more frequently, where needed to the Advanced Clinical Practitioner, Referral and Assessment Officer or Service Manager.
- To ensure adequate security measures are taken when leaving the Service User's property.
- Work alongside other professionals, promoting independent living skills to enhance Service User's communication and quality of life, ensuring that they can achieve the maximum level of independence

CARE

In Manx Care we pride ourselves on being Committed & passionate, Accountable & reflective, Respectful & inclusive, and Excellent & innovative. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

Customer Care

You will need to be committed and responsible for ensuring the delivery of services and the safety of people being supported; giving consideration to the assessed risks, rights and choices of the individual (this being done under the advice and guidance of the line Manager). You will be assigned as keyworker to service users and facilitate, where necessary, service user Person Centred Planning (PCP) meetings.

Service Delivery

You will be responsible for working as a member of the Older Persons Team, in all aspects of delivering support to service users. If required to do so, work in any area within the department's Older Persons Service. You will need to have a commitment to attaining a minimum of QCF Level 3 and all necessary mandatory training required of the post to ensure the necessary skills and knowledge to support service users is required.

Administration

You will be responsible for basic record keeping, updating any electronic records, carrying out basic assessments of individuals and dealing with service user finances.

Quality Assurance

To ensure we deliver a quality service, you will need to be caring and committed to ensure high standards of support are delivered at all times; effectively communicating with colleagues, families, carers and other organisations.

Duties and Responsibilities

You will:

- Demonstrate customer focus every day by treating service users as top priority.
- Contribute, implement and participate in, where appropriate, person centred programmes of support in accordance with the assessed needs identified in the Individual Support Plans.
- Enable Service Users to maintain their independence and individuality by doing with rather than doing for as far as practically possible, and provide general support as part of a support team.
- Report to the relevant line Manager, any significant changes in the health and social circumstances of the Service User.
- Ensure the wellbeing and personal care needs of the individuals, as identified in support plans, are met in an appropriate, respectful and discreet manner; whilst promoting the principles of enabling service users to attain a valued social role and presence in their own community and encourage Service Users towards a degree of independence and activity appropriate to their abilities. Such tasks could include, but are not limited to, personal hygiene, cleaning continence aids, helping with continence, food preparation, etc.
- Provide support to Service Users with varying complexity of needs, whilst encouraging them towards a degree of independence and activity appropriate to their abilities.
- Provide assistance with other tasks of daily living, which may include some cleaning, shopping, collection of pensions and paying bills.
- Communicate professionally ensuring appropriate service user records, both paper and electronic, are recorded in compliance with departmental policy and relevant legislation.
- Promote and work in partnership with the service users and their families, to ensure families are kept informed of any changes.
- Work alongside the relevant line Manager to develop and maintain a needs-led Service that is monitored and evaluated.
- Support service users in making informed choices, appreciating the context and consequences of their decisions; whilst promoting a positive attitude towards service users, protecting them from exploitation and abuse.
- Ensure medication is stored and administered in accordance with the Department's Medication Policy. Assist in other aspects of medication management as required for individual Service Users, such as, but not limited to, arranging and delivery of repeat prescriptions.
- Support and participate with service users in meal planning and preparation and dietary requirements.
- Be able to respond appropriately in an emergency situation.
- Carry out basic generic risk assessment and be aware of the value of positive risk taking.
- Attend and contribute to review meetings as part of a service users' support plan.

- Attend and contribute to discharge meetings and service users' reviews as requested by other professionals.

Personal Responsibility

You will:

- Participate in the induction and training as appropriate and monitor own training needs alongside the line Manager.
- Attend and engage in formal supervision sessions and annual appraisals with the appropriate line Manager in line with the current Supervision Policy.
- Accept allocation of tasks and responsibilities as delegated by the designated Manager or Supervisor.
- Attend and participate in compulsory regular team meetings, which will be arranged by the designated Manager or Supervisor no less than 9 times in a 12-month period. (The homes have team meetings every 2-3 months). To use the team meetings effectively to review and plan workload and service user' needs-led activities, whilst using integrity to ensure an open and honest environment.
- You will follow any reasonable instruction given by the designated Service Lead, Manager or Supervisor.
- Take a positive approach to team working and be responsible for managing conflict effectively.
- Demonstrate good ethics, by speaking up if standards are not being met, or health and safety is being compromised, and reporting adult protection alerts in a timely manner.
- Dress and conduct should be of a standard which promotes service user and public confidence in the ability of the individual and the service as a whole.

Personal Development

You will:

- Need to be committed and take responsibility for own Personal Development Plan which should reflect the core values and objectives of the Service. Attend bi-annually Personal Development review meetings with the line Manager with the understanding that any underperformance will be reported as required via the line management structure.
- Undertake any in-Service or appropriate training deemed necessary in order to become up to date with all mandatory training to ensure the skills and knowledge required is attained.
- Be open, learn from others and apply that learning.
- Be self-aware and understand what motivates oneself and share this with the line manager, be aware of actions and behaviour can impact on others.

Working Environment

You will:

- Be required to work on a rota basis and undertake weekend, evening and Bank Holiday work.

- Be required to be posted to other service areas within the department depending on the needs of the service.
- Have a flexible approach to working hours and location: being required to provide out of 'normal hours' support.
- Be required to work in emotionally distressing environments, to care for the terminally ill, dealing with service users with progressive diseases and behaviour which challenges the service.
- Have exposure to hazards and unpleasant conditions, such as bodily fluids, foul linen and domestic chemicals.
- Will look for ways to support the team and take on new responsibilities.
- Will be resilient by managing normal interruptions, changes and additions to workload.

Policy

You will:

- Ensure you are aware of and work within the constraints of relevant legislation, including, but not limited to; Social Services Act (2012); Regulation of Care Act (2013) (including National Minimum Standards) and Health and Safety Act (1974).
- Ensure the Health and Safety risk assessments of the Service area are adhered to and to have involvement in regular Health and Safety audits.
- Comply fully with the Community Care Division's departmental Policies and Procedures.

Note: This job description forms part of the contract of employment of the person appointed to this post. Whilst it provides a summary of functions and responsibilities of the post, this may need to be adapted or adjusted to meet changing circumstances. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, the Department may affect any necessary change in job content, or may require the post holder to undertake other duties, at any location in the Departments service, provided that such changes are appropriate to the employee's remuneration and status.

Competencies

All Manx Care colleagues are expected to recognise that the everyday business of the Organisation requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the role holder represents the organisation in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Care Group and the work that it seeks to achieve.

The job holder reports to the Intermediate Care Service Manager

The Intermediate Care Services Service Manager, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance & Development Review Scheme.

The Reporting Officer, the will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

Personal Delivery Plan and a Personal Development Plan is agreed with the job holder, Review and assessment of the job holder's performance and competency/behaviours is made, and Performance and Development Review meetings are conducted.

Performance management and improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements

Health & Safety

The role holder is responsible for his/her own health and safety and the impact of his/her actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.

Management Authorities

The delegation of Management Authority for the roles within Manx Care has been granted by the Chief Officer as follows:

All 'Reporting Officers/ Line Managers/Supervisors

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Penalties up to and including First Written Warning
	Appeals up to First Written Warning
Capability Procedure	Up to Stage 2/ formal warning stage
Grievance Procedure	Up to Stage 1

All Countersigning Officers' Middle Managers

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 2/ Formal Warning Stage
Grievance Procedure	Up to Stage 2

All Senior Managers (Senior Executive Officer or equivalent)

Civil Service	Authority of the Post Holder
Disciplinary Procedure	To hear cases involving alleged gross misconduct
	Dismissal
	Suspension
	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 3 – Dismissal
Grievance Procedure	UP to Stage 3

Competency Levels For This Post Are:

Leading and Working Together	Level 2
Communicating and Influencing	Level 2
Achieving Results	Level 2
Delivering a Quality Service	Level 2
Changing and Learning	Level 2
Showing Commitment and Resilience	Level 2



**Manx Care
Person Specification**

Job Title:	Intermediate Care Services Support Worker
Board:	Manx Care
Care Group:	Intermediate Care
Grade:	Skill Zone 3 / Pay Band 7

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility - NVQ Level II in Care/ QCF Level II Diploma in Health and Social Care - NVQ Level 3 in Care/ QCF Level 3 Diploma in Health and Social Care - Show commitment to undertake QCF Level 3 if not already attained - Basic First Aid - Safer people Moving and Handling - Dementia Awareness Training – Modules 1 & 2 - Show a commitment to undertake a Trusted Assessor Award if not already attained	D D E D D D E	CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview
Capability - Good communication skills – English language, both written and oral - Good IT skills – Word, Outlook, Android - Ability to work on own initiative and deal with emergencies - Ability to work as part of a team - Recognise the value of positive Risk taking - Previous experience of working as part of a multi-disciplinary team - Understand the concept of rehabilitation - Experience of supporting older people with complex needs e.g. dementia, mobility, stroke - Have a positive approach to change	E E E E E D D D D	CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview

Character • Be reliable and trustworthy • Have a happy and positive demeanour • Demonstrate a professional commitment to attending training • Demonstrate an awareness of dignity, choice and respect at all times	E E E D	CV/Interview CV/Interview CV/Interview CV/Interview
CARE • Be highly motivated • Be person centred • Have an appreciation of the individual needs of others • Demonstrate a responsible and professional attitude and approach to work and colleagues • Have the ability to communicate effectively with families and other professionals	E E E E D	CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview
Circumstances and Interests • Isle of Man Worker • Full, valid Driving Licence with access to your own vehicle • Ability to work varied hours • Physically able to carry out the requirements of the role • Satisfactory Police Check	D E E E E	Application CV/Pre-employment checks Interview Pre-employment checks Pre-employment checks