

Isle of Man
Public Service
Careers



Social Care Worker

Adult Services Division

Job Information

Working together for the **Isle of Man**



Job Description

Job Title:	Social Care Worker
Grade:	Public Service Commission – Pay Band 7
Care Group:	Social Care, Dementia Care & Support Services
Responsible to:	Home Manager

Overview

The creation of Manx Care in 2021 involved the integration of all social care services. Work is ongoing in Social Care to cement this integration, exploring culture and effective ways of working within the new structure of Manx Care, with the Department of Health and Social Care and with our stakeholders and partners. This role is required to provide vital support to the work of Dementia Care & Support Services.

CARE

In Manx Care we pride ourselves on our Commitment & passion, Accountability & reflection, Respect & inclusion, and Excellence & innovation. 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

The Post Holder will be responsible, and accountable, for ensuring the needs of residents are met using a person centered approach, in a friendly and homely environment.

The Post Holder, working as part of a multi-disciplinary team, will ensure that the service being delivered to individual residents is discreet, respectful of resident's rights, maintains dignity, encourages choice, and maintains privacy and confidentiality at all times.

The Social Care Worker post is a high profile role, and often the main point of contact for both residents and their relatives, and the post holder must reflect an organisation which is caring, efficient, responsive, and one in which residents can have trust and confidence.

Duties and Responsibilities



CARE

The Post Holder will:

Support residents to make informed choices, which promote their individual health and social care needs.

Plan and ensure delivery of recreational activities that maintain and improve resident's quality of life.

Take responsibility for writing and reviewing care plans, recording any changes or developments which affect residents care.

Ensure the wellbeing and personal care needs of the residents are met, as identified in care/support plans. Care is delivered in a person centered manner, promoting independence and choice.

Ensure the safety of residents by undertaking appropriate risk assessments and effectively communicating the outcome.

Take on the keyworker role and associated responsibilities, as directed by the Manager, whilst encompassing the Manx Care values.

Adhere to Data Protection, GDPR and Confidentiality policies and procedures.

Support and engage with residents at meal time, which will include the serving of meals and aiding residents to eat.

Recognise when residents are acutely ill and take appropriate action or emergency intervention, including the use of other health services, and subsequent reassessment of care needs.

Actively engage with residents and support them to maintain and participate in activities of daily living.

Administer medication in accordance with the Departments Medication Policy, for which appropriate training will be given, including safe storage of medication and completion of appropriate documentation.

Escort residents to appointments and community activities.

Undertake laundry and housekeeping duties if required.



Communication

The Post Holder will:

Have the ability to communicate clearly in writing, verbally and by using electronic systems.

Be empathetic and be able to handle difficult and emotional situations.

Ensure all appropriate information, including resident's care and home issues, are reported appropriately to the staff and management team.

Have the ability to effectively deal with issues raised by staff, or complaints, in a positive manner, including judging when to appropriately escalate them, in accordance with policy and procedure.



Governance

The Post Holder will:

Keep knowledge of all residents in the home up to date including care plans, risk assessments and progress notes.

Attend all meetings and supervision sessions as required and appropriate to the role.

Use own judgement to promote and safeguard the interests and well-being of all residents, reflecting on the Manx Care values, policies and procedures.

Be accountable for your own practice and take responsibility for maintaining and improving your knowledge and skills through mandatory training and any other training that is deemed appropriate.

Be responsible for full compliance of all policies and procedures, ensuring the correct procedure is followed at all times.



Personal Qualities

The Post Holder will:

Show integrity by being honest, working to the required standard at all times, being professional and committed to the role.

Maintain a good working relationship with all colleagues.

Dress and conduct should be of a standard which promotes resident and public confidence in the ability of the individual and the service as a whole.

Take a positive approach to opportunities offered for personal development.

Uphold the values of Manx Care.



Health & Safety

The Post Holder will:

Ensure the home is a safe and pleasant environment to live in.

Have a working knowledge of all equipment used in the home, ensuring it is used in a safe and appropriate manner for which it was designed for.

Ensure that all faulty equipment is removed from the home and reported to the relevant person for repair.

It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk.

Employees will, therefore, refer any matters of concern through their respective line managers.

It is each person's responsibility to ensure a secure environment and after addressing immediate concerns bring any breaches of security to the attention of their managers.



Legislation

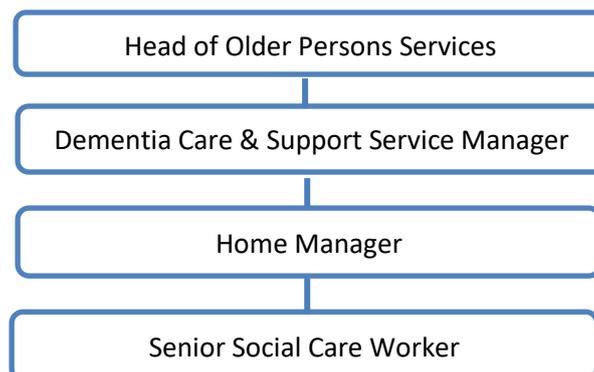
Ensure you are aware and work within the constraints of relevant legislation, including, but not limited to; Social Services Act (2012); Regulation of Care Act (2013) (including National Minimum Standards); Data Protection Act (2002); and Health and Safety Act (1974).

All Manx Care colleagues are expected to recognise that the everyday business of the organisation requires the highest level of personal integrity. Each employee 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.

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.

Organisational Structure

A copy of the organisational structure and its relevance to this role is shown below.





Manx Care Person Specification

Job Title:	Social Care Worker
Board:	Manx Care
Care Group:	Social Care, Dementia Care & Support Service
Grade:	Public Service Commission (Manual and Craft Worker) Pay Band 7

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility Appropriate level 2 vocational qualification e.g. QCF/RQF. OR Willingness to undertake RQF level 2 in Health & Social Care preferably within 12 months, but at the latest within three years.	D	CV
Capability Experience of working with vulnerable people, ideally in a Dementia Care setting.	D	CV/Interview
Experience of meeting the needs of people living with Dementia.	D	CV/Interview
Commitment to organise, implement and review recreational activities.	E	CV/Interview
Good command of the English language including comprehension, written and oral skills.	E	CV/Interview
Understand and be able to demonstrate the importance of confidentiality and data protection.	E	CV/Interview
Good numeracy skills	E	CV/Interview
Knowledge, and practical ability, in use of IT systems and electronic record systems.	E	CV/Interview
	E	CV/Interview

Understanding of Health and Safety requirements including assessing and managing risk.		
Character Good interpersonal skills and ability to work with people as part of a team as well as an ability to use own initiative.	E	CV/Interview
Resilient and calm when under pressure	E	CV/Interview
Meet the requirements of the CARE ethos	E	CV/Interview
Punctual and committed to the role.	E	Interview
Circumstances and Interests Isle of Man Worker	D	Application
Be able to travel to different venues across the Island i.e. different homes within the service.	E	Interview
Flexible and able to work on a rota basis which will include unsociable hours, waking night duty, weekends and bank holidays.	E	Interview
Satisfactory Police Check	E	Pre-employment checks
Physically able to carry out the requirements of the role.	E	Pre-employment checks