

Social Care Worker - Cummal Mooar

Adult Services Division

Job Information



Job Description

Job Title:	Social Care Worker
Grade:	Skill Zone 3 / Pay Band 7
Division:	Adult Services Division
Responsible to:	Senior Social Care Worker

Overview

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

The role of the Social Care Worker contributes to this commitment by supporting residents with a variety of complex needs, enabling them to live independently for longer.

You will work within Manx Care's Older Persons Service, delivering excellent quality care and support for Isle of Man residents.

The Older Persons Services 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.

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 a key worker to residents.



Service Delivery

You will be responsible for working as a member of the Older Persons Team, in all aspects of delivering support to residents. 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 RQF Level 2 and all necessary mandatory training required of the post to ensure the necessary skills and knowledge to support residents as required.

Administration

You will be responsible for record keeping, completing and reviewing electronic records, carrying out assessments of individuals, supporting residents in handling finances, and robust medication administration record keeping.

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 residents 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 Residents 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 Resident.
- ♥ Ensure the wellbeing and personal care needs of the individuals, as identified in support plans/care plans, are met in an appropriate, respectful and discreet manner; whilst promoting the principles of enabling residents to attain a valued social role and presence in their own home/community and encourage Residents 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 Residents 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 resident records, both paper and electronic, are recorded in compliance with departmental policy and relevant legislation.

- ♥ Work alongside other professionals, promoting independent living skills to enhance Resident's communication and quality of life, ensuring that they can achieve the maximum level of independence.
- ♥ Promote and work in partnership with the residents 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 residents in making informed choices, appreciating the context and consequences of their decisions; whilst promoting a positive attitude towards residents, 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 Residents, such as, but not limited to, arranging and delivery of repeat prescriptions. We don't do this.
- ♥ Support and participate with residents 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 residents' support plan.

Administration

You will:

- ♥ Ensure that appropriate records are maintained and stored in accordance with the requirements of the Data Protection Act.
- ♥ Work, with flexibility, with the line Manager following 'in advance' staffing rotas based around the needs of the people within Services.
- ♥ Be responsible for submitting accurate timesheets, expenses and necessary paperwork each week or month.

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 6 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 residents' 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.
- ♥ Conduct should be of a standard which promotes resident 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.
- ♥ There may be occasions when it is necessary to provide support within other areas of Adult services.
- ♥ Be required to work in emotionally distressing environments, to care for the terminally ill, dealing with residents 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.

ROLE SPECIFIC SECTION FOR RESOURCE CENTRE SERVICE

In residential older people's resource centres, we provide care and support, adopting a service user led approach to maintain residents' independence, fulfilment and quality of life.

The residential homes are staffed twenty four hours a day and operate with a key worker system. Service users and or their representative are consulted and contribute to the details of the care plan; which the key worker is responsible for compiling and reviewing in consultation with the service user. Our care staff provide physical care and emotional support to older people who require assistance with daily tasks; this may include the safe administration of medications, completing written assessments and care plans and arranging social and therapeutic activities in and outside of the home.

- ♥ Be required to work on a 365 24 hour day rotational basis including weekends and bank holidays.
- ♥ Carry out activities of daily living (ADLs) for services users/residents, where appropriate including, completion of medication administration, plan of care, all specialist assessments, escorting, activities, basic dressings/first aid, falls bundle assessments, catheter/stoma care, blood sugars, pressure care etc.
- ♥ Escorting residents to appointments.
- ♥ To ensure adequate security measures are taken when leaving the Resource Centre.
- ♥ To ensure contribution within the team to innovate and develop a provision of activities which enable a stimulating environment within the resource centre.
- ♥ To ensure residents are supported in the community, for example on days out or with community partnership groups or activities.
- ♥ To encourage and support residents towards a degree of independence, activity and decision making, to participate fully in the running of their resource centre.
- ♥ Ensure that all faulty equipment is removed from the area and reported to the relevant person for repair.
- ♥ Increase community participation and engagement.



**Manx Care
Person Specification**

Job Title:	Social Care Worker - Cummal Mooar
Board:	Manx Care
Care Group:	Adult Services Division
Grade:	Skill Zone 3 / Pay Band 7

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility		
♥ Show commitment to complete the Care Certificate if other qualifications in this section have not been obtained	E	CV/Interview
♥ Show commitment to undertake QCF Level 2 in Health and Social Care if not already attained	E	CV/Interview
♥ NVQ/RQF Level II QCF Level II Diploma in Health and Social Care	D	CV/Interview
♥ First Aid	D	CV/Interview
♥ Safer people Moving and Handling of people	D	CV/Interview
♥ Dementia Awareness Training – Modules 1 & 2	D	CV/Interview
Capability		
♥ Good communication skills - English language, both written and oral	E	CV/Interview
♥ Good IT skills – Word, Outlook, Android	E	CV/Interview
♥ Ability to work on own initiative and deal with emergencies	E	CV/Interview
♥ Ability to work as part of a team	E	CV/Interview
♥ Recognise the value of positive risk taking	E	CV/Interview
♥ Previous experience of working as part of a multi- disciplinary team	E	CV/Interview
♥ Experience in supporting vulnerable people, preferably older people within a residential setting	D	CV/Interview



<ul style="list-style-type: none"> ♥ Commitment to organise, implement and review recreational activities ♥ Experience of supporting older people with complex needs e.g. dementia, mobility, stroke ♥ Have a positive approach to change 	<p>D</p> <p>D</p> <p>D</p>	<p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p>
<p>Character</p> <ul style="list-style-type: none"> ♥ Be honest and reliable ♥ Demonstrate a professional commitment to attending training ♥ Have positive demeanour ♥ Demonstrate at all times an awareness of dignity, choice and respect 	<p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p>
<p>Circumstances and Interests</p> <ul style="list-style-type: none"> ♥ Isle of Man Worker ♥ Full, clean driving licence along with access to own vehicle ♥ Ability to work varied hours ♥ Flexible and able to work on a rota basis which will include unsociable hours ♥ Physically able to carry out the requirements of the role ♥ Satisfactory Police Check 	<p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application</p> <p>CV</p> <p>Interview</p> <p>Interview</p> <p>Pre-Employment Checks</p> <p>Pre-Employment Checks</p>