

Northumberland County Council

JOB DESCRIPTION

Post Title: Care Worker		Director/Service		Office Use
Band: 4		Sector. RHOP, LD + Children’s, Home Care		JE ref: 183
Responsible to: Unit Manager		Date:	Lead & Man Induction:	HRMS ref:
Job Purpose: In a variety of care settings: To assist with the provision of physical, personal and emotional care to Service Users in order to enable and promote their independence and help them achieve their maximum potential				
Resources	Staff	None		
	Finance	None		
	Physical	Careful use of equipment and care of client belongings.		
	Clients	Shared responsibility for Service Users and their belongings.		
Duties and key result areas: Individually or as part of a team; 1. Enable and promote independence, minimise intervention and attend to the needs of service users, maintaining a safe, hygienic and supportive environment in accordance with the culture, standards and objectives of the service. 2. Communicate and report appropriately to service users, colleagues and senior staff. Assess and prioritise service user needs, with relevant senior staff, in order to determine care plans that are effective in meeting the needs of the individual. 3 Act as link worker for nominated service users and contribute to the evaluation and review of the effectiveness of care plans. 4 Work collaboratively with team colleagues to ensure that individual care plans are achieved and quality standards are maintained. 5. Administer medication in accordance with instructions and service procedures. 6. Maintain appropriate written records, in accordance with service remit and procedures. Attend Team meetings, training courses and participate in Appraisals and supervision, to improve own performance, as required 7. Ensure that all interested parties are kept aware of nominated service users circumstances. Report any concerns/issues promptly to ensure effective intervention. 8. Assist with personal care and practical support, the preparation and serving of meals, snacks, or beverages, laying and cleaning tables as required by service plans or service managers. 9. Deal with contingencies and emergencies in accordance with established guidelines. 10. Be aware of and comply with relevant legislation. Work within the parameters of County Council/ Northumberland Care Trust policies, procedures, guidance, CQC and National Standards and Codes of Conduct. 11. Where necessary, the ability to drive all service vehicles, where it is a requirement of the service e.g. Minibuses. 12. Other duties appropriate to the nature, level and grade of the post.				
Work Arrangements				
Physical requirements:		Moving and handling service users in accordance with established procedures.		
Transport requirements:		Frequency of driving will vary from post to post and may include using own transport or service vehicles to transport service users between sites across Northumberland and, at times, further a field. Able to meet the transport requirements of the post.		
Working patterns:		Rota covering 7 days where required.		
Working conditions:		Various shifts, patterns Will vary according to the dependency levels of clients		

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PERSON SPECIFICATION

POST: Care Worker	SERVICE:	Ref: 183
Essential	Desirable	Assess by
Qualifications and Knowledge		
A good general education demonstrating literacy and numeracy. NVQ Level 2 in Care (learner grade will apply until successfully completed).	NVQ Level 3 in Care MIDAS, or equivalent, for driving posts.	
Experience		
Working in a caring role (learner grade will apply until experience gained).	Link working and care planning Experience with a relevant client group.	
Skills and competencies		
Ability to form appropriate relationships quickly. Focuses upon service users needs. Ability to work to and follow, Individual Service Users Plans, Risk Assessments and Moving and Transferring Plans. Able to use word processing, e-mail and internet software on a PC. Communication and Literacy Skills. Ability to produce simple, short and clear case notes. Able to understand and follow written or spoken instructions. Listens, consults others and communicates clearly. Reliable and keeps good time. Able to work unsupervised and as part of a team. Understands the need to respect confidentiality, privacy, dignity, independence, choice, rights and fulfilment of service users. Follows and works to policies and procedures, guidance, CQC Standards and keeping to schedules.	Previous training in physical intervention or restraint. Leisure, hobby or craft skills which may be used to help provide service users with learning, therapeutic or recreational opportunities.	
Physical, mental and emotional demands		
Periodic requirement to move, transfer and handle service users when providing assistance. Work, as directed, within Individual Service Users Plans, Risk Assessments and Moving and Transferring Plans. Maintain an awareness of surroundings and service users. Maintain Health & Safety and Welfare of self and others. Dealing with service users whose behaviour may challenge the service.		
Motivation		
Appropriately follows instructions to achieve set objectives. Committed to the ethics of quality person centred care CQC Standards GSCC code of conduct.		

Adapts to change by adopting a flexible and cooperative attitude. Meeting the service and cultural changes within the services. Supportive and adapts to One to One and Team working. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and anti-oppressive practice in all aspects of work.		
Other		
Able to meet the transport requirements of the post. .	Car/Driver.	

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits