

Job Description

Job Title: Social Care Support Worker

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Grade: 2 scale 4-5

Overall purpose of the job

To work within the Social Care Support Team, to deliver personal care and support to people in accordance with their personalised support/Reablement plans. Care and support is given in an enabling way, so that people can maximise their independence.

The team works closely with health and social care professionals, who are involved in the care planning and delivery of Reablement care. This care is provided in Littlehey Prison, and the focus is on enablement and the promotion of independence.

The post will require flexible working. This could include regular evening and weekend shifts including weekends

Main accountabilities

Main accountabilities	
1.	To assist with provision of all personal care, such as washing, dressing, toileting, shaving, mouth care, catheter care, feeding, meal preparation and others, within the parameters of the care plan. The emphasis is on promoting and encouraging independence.
2.	To enable service users to improve or maintain their mobility through exercise and the use of mobility appliances or fitting equipment if appropriate as prescribed in goal focussed care plans - as agreed by qualified professionals - nurses, occupational therapists and physiotherapists.
3.	To apply learning from adult protection, diversity and mental capacity act training, recognising and reporting any situations, incidents or concerns in line with Council Policy.
4.	To liaise effectively within the team and with other agencies e.g. assistive technology or health colleagues, to ensure the service is delivered effectively
5.	To complete written and electronic documentation regarding service user's care in accordance with CCC policy.
6.	To work in accordance with the CQC definition of good care promoting dignity and employing an understanding of diversity, mental capacity and safeguarding
7.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

8.	To provide Reablement Training Programme to service users
9.	To work within the policies and procedures of Cambridgeshire County Council.
10.	To work in a way that demonstrates and promotes high standards of care, commitment and communication. To recognise service users as individuals and promote dignity in care. To understand and support diversity
11.	To attend regular training and maintain up to date, appropriate, knowledge and skills. To engage with the supervision and appraisal process.
12.	To maintain confidentiality in accordance with the Data Protection Act.
13.	Safeguarding commitment We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required/ Subject	Essential/ Desirable
A willingness to work towards NVQ III in Health & Social Care	E
Evidence of good standard of general education including basic literacy and numeracy skills	E
Evidence of other systematic or accredited health care training	D

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
	Good knowledge of working in the community providing care	D
	Good IT skills ability to use a computer to record electronically	E
	Willing to develop knowledge	E
	To maintain service users independence	E
Skills		
	Ability to provide personal care in a way that promotes independence	E
	Ability to manage medicines and understand and adopt appropriate practices in relation to infection control and moving and handling	E
	Ability to interact and communicate with clients with a range of needs from a variety of backgrounds	E
	Good communication skills, written and verbal, ability to communicate with other professionals.	E
	Sensitive to service users emotional and cultural needs.	E
	To be able to reflect on your own practice and learn from it.	E
	Ability to use initiative and to seek guidance appropriately.	E
Experience		
	Working in a care environment.	E
	IT experience.	D
	Experience in rehabilitation / therapy	D
	Experience of working in a multidisciplinary team	D
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	

Safeguarding (include for roles working with children/vulnerable adults)		
Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.		

Disclosure level

What disclosure level is required for this post?	Enhanced CCC + Enhanced level 1 - HMP

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	<input checked="" type="checkbox"/> Fixed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Job description questionnaire

Page 1 and 2 of this document will form the job description and person specification for the post.

Job title:	Social Care Support Worker	POSCODE <i>(Needed for re-evaluations)</i>	
Reports to (job title):	Care Coordinator	Directorate/Service:	Adult Social Care
Presenting Manager:	Claire Hodge	Date of evaluation:	
Supporting HR contact person:	Tara Spooner	New Post	Yes/No
		Re-evaluation:	Yes/No

Job context

Give a short overview of the job context and the key objectives of the part of the organisation where the job is placed.

Organisation chart (include grades)

Please provide an organisation chart which includes the manager of the post, its peers and direct reports.

Change of accountabilities (for re-evaluations only)

What are the major changes to the role?

These should clearly show the reason for this re-evaluation i.e. the:

- changes to the accountabilities;
- changes to the essential qualifications, knowledge, skills and experience; or
- changes to the team structure

Communication and influencing

Contact	Nature of interpersonal skills used
Internal	To communicate with a range of professionals including Occupational Therapists, Social Workers, Nurses within the prison service and prison officers

	To be able to communicate with service users effectively
External	To communicate with a range of professionals including Occupational Therapists, Social Workers, Nurses within in the prison service and prison officers.
	To communicate with the Prison Service as needed

Supervision and work planning

What degree of forward planning is required in this job (daily, weekly, monthly, annual, etc)?

To be able to follow planned workload on a daily basis based on need. To work with others to complete objectives set.

What level of supervision is this post subject to?

To be able to work unsupervised and to be able to make decisions within remit of role.

What type of priorities is the post holder able to set themselves?

To be able to work with the support plans of the Prisoners

What kind of systems, procedures or 'rules' are set around the job?

Working within the prison rules and procedures. Working to CCC policies and procedures.

Problems encountered

What types of problems are encountered in this job and what steps would you expect the post holder to take to find the solution (give 2 examples).

Prisoners needs have changed, post holder would be expected to be able to update senior leads of changes to the goal/care plan and risk assessments to reflect change in need.

To be able to identify any safeguarding issues, and to be able to communicate these effectively

At what point does the post holder escalate a problem to a more senior employee?

Due to the environment that they work in any escalation would need to happen after they have completed their visits as they would not be able to communicate with the office until the end of their shift.

Decision making

Does the post holder makes a decision based on	a set process to resolve the problem
	a solution based on their past experience
	seek more information to determine the extent of the problem
	use creative thinking to develop new concepts

Please give an example to illustrate the approach to decision making specified above.

A manual handling situation may occur where the prisoner is unwell and unable to be moved as the risk assessment says, the support worker would report to the Lead Senior Support Worker who would then undertake a new risk assessment of the prisoner and put clear guidelines in place

Freedom to act

Please give two examples of areas that the post holder has discretion over.

Order of undertaking visits to prisoners based on need following goal settings and care planning, and deciding how to meet a prisoners needs

Impact

Financial impacts of the role

Financial measure (e.g. income, expenditure, capital budget)	Amount (£)	Role (Direct control, joint control, advisory/influencing role)
N/A		

Statistical Information

Is there any statistical information that can add to the understanding of the job? E.g. it is useful to know whether a Payroll Officer deals with is 50 or 50,000 payslips.

Physical effort and/or strain

Describe whether the job requires physical effort and/or strain more than is normally experienced in a routine office environment

Active role, expected to be able to move and handle service users in a small environment with no control over environment

Working environment

Does the job require working outdoors, or being exposed to objectionable, uncomfortable or unfavourable working conditions?

No control over environment including heat, cold and could come into contact with unpleasant substances.

Declarations

All roles – Manager

JDQ completed by:

By submitting this JDQ to panel I confirm that the relevant Director/Assistant Director has given consent for this post to be evaluated/re-evaluated.

Signed:

Date:

Print name:

Re-evaluations only – Current Post Holder

Current post holder – by signing this form I confirm that I have been involved in completing the JDQ and confirm that it is an accurate reflection of my current role.

Signed:

Date:

Print name:

HR Advisory - Prior to submitting the job to panel please provide the Hay Lines of this posts Line Manager and Direct Reports.

Job title	Hay Line			Score
	Know How	Problem Solving	Accountability	

HR Advisory - Advice given to the manager

Use this section to record any relevant background information and advice that you have given to the manager.