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| **Post title:** | Care & Support Worker  Care & Support Worker Nights |
| **Grade:** | E |
| **Responsible to:** | Senior Care Professional, Deputy Manager or Registered Manager |
| **Staff managed:** | None |
| **Directorate:** | Health and Adult Services |
| **Service:** | Care and Support - Care Provider Services |
| **Job family:** | **C&S - Care & Support** |
| **Date of issue:** | November 2023 |

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| Job context |
| As a Care & Support Worker you will report to a Registered Manager, Deputy Manager or Senior Care Professional /Team Leader. You will work as part of a team providing direct care and support to adults with varied health conditions and social care needs. These may include cognitive impairment, physical, Learning and sensory disabilities, Autism, long term conditions, palliative care needs.    You will be expected to work flexibly in other North Yorkshire In -house care provider services, to meet changing service demands in your locality area, as required eg outbreak management, provider failure, emergency situations.    Residential care settings also include short breaks services unless otherwise stated.  You will provide high quality, safe, compassionate care and support individuals to achieve their best possible outcome. You will work within the CQC Regulatory Framework and or the National Autism Standards in meeting the Fundamental Standards of Care. You will provide appropriate care and support as detailed in a person’s outcomes/personal support plan.  You will provide maximum choice and control and ensure that people are treated with dignity and respect at all times whilst they are receiving care and support.  You will provide culturally appropriate care that promotes equality, diversity and inclusion.  You will work in line with the principals of the Mental Capacity Act,and Liberty Protection Safeguards, supporting people to make informed decisions.  You may be required to work in a designated outbreak management setting within a Residential Care setting Reside. You will work within the requirements of the Health & Safety Regulations, including adhering to Fire Regulations, and Infection Prevention Control.  You will work in partnership with the person, Health and Social Care colleagues, families and carers to achieve the person’s personal goals and ambitions.  In line with the requirements of the Care Quality Commission’s (CQC) Regulatory Framework we ensure that all staff have undergone thorough induction, training and development appropriate to the role. People starting a new role or those who are new to the social care sector will complete the Care Certificate, relevant on the job training, classroom and E-Learning.  All employees will undertake a Level 2 qualification (Apprenticeship or Diploma as appropriate) in Health and Social Care  Where services are provided over 24 hours/ 7 days a week, You will be required to work evenings and weekends as part of a 7 day service.  There will be posts that specifically cover nights.  You may be required to lone work depending on the service where you work.  An enhanced DBS clearance is required. This role involves spoken and written communications so a confident use of English language is required.  The scientific and clinical evidence demonstrates that vaccines provide significant protection against severe disease, hospitalisation, and death from COVID-19. Research also suggests that those who are vaccinated are less likely to develop long COVID. The post-holder will support our North Yorkshire residents who are most at risk of serious illness from COVID-19 and therefore has a professional responsibility to preserve safety and to take all reasonable precautions necessary to avoid any potential health risks to themselves or others. Whilst not a legislative requirement, it is highly desirable for successful candidates to have completed (or be willing to complete) a full course of COVID vaccination. |

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| Operational management: | * Support adults with their care and support needs to maximise their independence choice and control * Provide positive behaviour support to people to ensure their health and wellbeing needs are met. * Provide appropriate personal care in a caring compassionate way that promotes dignity and independence, assisting people to maintain their personal hygiene and appearance. including the application of ointment and creams, eg barrier cream. * Provide all support in line with the personal outcomes/ support plans to achieve the best outcomes for the person * Provide care & support adhering to risk assessments and health care plans * Undertake Key Worker responsibilities working with the person and those involved in their care, to create their required assessments and plans to meet goals and aspirations. * Work in line with Infection Prevention Control procedures and guidance including the use of Personal Protective Equipment (PPE) * Support/enable people to maintain appropriate levels of nutrition and hydration including maintaining a healthy and balanced diet and providing support with modified or special diets. * Management of Medication; Support people to maintain independence and where appropriate following risk assessment to self -administer medication. * Administer medication following the Directorates Administration of Medication procedure ie. Residential setting or Domiciliary care services. Care professionals will only be able to provide support or administer medicaton following relevant training and competency assessment. Undertake specialist techniques as required e.g. to administer nutrition or seizure medication, following training and competency assessment. * Undertake health care tasks, in accordance with the Directorates Insurance and Risk policy, including the use of health care equipment following training and competency assessment by a qualified health professional. * Administer Emergency First Aid to people following appropriate training. * Support people to transfer and mobilise in accordance with their moving & handling plan, using appropriate equipment, following training and competency assessment. * Where appropriate support people to live in a safe, comfortable, warm and clean environment and alert management if environmental issues arise. * Undertake continuous monitoring of the persons’ dependency and complexity of care and support needs recording and reporting accurately. * Support people to engage in meaningful, person centred activities on a 1:1 or group basis in relation to their preferences * undertake regular safety and security checks of the building (Night Workers only) in accordance with service procedures. |
| Partnerships: | * Work as a member of a team, including with other health, social care and housing professionals to ensure best outcomes for people are achieved |
| Communications: | * Communicate effectively to meet the persons needs use a range of communication aids eg. Dementia Mats, Makaton, Picture Cards, * Communicate effectively with families and carers. * Ensure effective communication with health and care professionals involved in the persons care and support arrangements. * Maintain accurate, factual defensible clear and professional care records. * Use Technology and IT devices to communicate with health & social care professionals and support people to maintain relationships |
| Systems and information: | * Ability to use assistive technology, including telemedicine, telecare, Personal IT devices and how these provide support to people. * Use in-house IT systems for training and learning, timesheet claims, booking of annual leave. |
| Safeguarding: | * To be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. * To follow the Joint Multi Agency Safeguarding Adult Procedure for North Yorkshire West Yorkshire and York. * Contribute to ensure learning from safeguarding episodes is implemented to reduce risks in the service |

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| Person Specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience   * Awareness and understanding of how Equality, Diversity and Inclusion, Dignity & Respect, and Human Rights will apply to this role. * Knowledge of providing social care and support for adults and how this impact on people lives. * Knowledge of keeping people safe from harm or abuse. * Knowledge of safe working practices in accordance with Health & Safety regulations. * Experience of working in a care setting or work experience or voluntary work/lived experience of caring is not essential as training will be given. | * Knowledge of long term health & social care conditions e.g. cognitive impairment, Dementia, physical, learning and sensory disabilities Knowledge of Safeguarding Procedures * Knowledge of Health & Safety Pocedures e.g. Fire, Infection Prevention Control, Health & Safety at Work. * Knowledge of CQC – Key lines of enquiry and or National Autism Standards * Knowledge of the Care Act, Mental Capacity Act and Liberty Protection Safeguards * Experience of moving & handling people. * Experience of Administration of Medication |
| Occupational Skills   * Ability to understand health care and social care assessments and support plans. * Ability to support people to maximise their independence including assistive technologies * Ability to communicate clearly and effectively with people receiving services, carers and other professionals as necessary * Ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post. * Ability to communicate clearly and concisely in writing to maintain accurate, factual defensible clear and professional care records. * Ability to complete daily and medication record sheets * Ability to work with others in a team. * Ability to contribute to day to day risk assessment and H&S practice with support * Ability to follow Infection Prevention Control procedures * computer and keyboard skills * Ability to understand and follow operational guidance and procedures * Able to find solutions for routine day to day service delivery problems with support from senior worker * Ability to implement day to day changes in agreement with the person receiving support as appropriate * Ability to carry out tasks as detailed in the support plan and deal with problems appropriately (e.g. does a person need headache tablets or GP assistance) * Share skills, knowledge and experience in working towards team goals * Good level of organisational skills, ability to prioritise and manage own workload with assistance   Ability to use own initiative to find solutions for routine day to day service delivery problems   * Ability to use equipment such as hoists, wheelchairs, lifelines and other assistive technology | * Health care related skills |
| Behaviours  [link](https://www.northyorks.gov.uk/your-council/our-role-structure-and-objectives#accordion-content-0-0) |  |
| Professional Qualifications   * Requirement to complete the Care Certificate * Requirement to complete a Level 2 Qualification in Health & Social Care |  |
| Other Requirements   * You will be expected to work in other NY in-house care provider services, to meet service demands in your locality area * Requirement to work evenings and weekends on a rota basis as part of 24 hour/ 7 day service |  |

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| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching. * As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities. |

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| Structure |
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NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.