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| **Post title:** | Care & Support Worker or Care & Support Worker Nights |
| **Grade:** | CD |
| **Responsible to:** | Senior Care Professional, Deputy Manager or Registered Manager |
| **Staff managed:** | None |
| **Directorate:** | Health and Adult Services |
| **Service:** | Adult Social Care |
| **Job family:** | **C&S - Care & Support** |
| **Date of issue:** | March 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, including cognitive impairment, physical and sensory disabilities, long term conditions and palliative care needs within a residential care setting.  You will provide high quality, safe, compassionate care, and support individuals to achieve their best possible outcome. You will work within the Regulatory Framework 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 work in line with the principles 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 the Residential Care Home.  You will work within the requirements of the Health & Safety Regulations, including adhering to Residential 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 persons goals and ambitions. You will provide culturally appropriate care that promotes equality, diversity, and inclusion.  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  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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| **Job Purpose:** | **You will support adults with their care and support needs in a safe, effective, compassionate way. Providing high-quality personal care, to enable them to have maximum choice and control. Support people to achieve their aspirations and goals and to maintain their independence, wellbeing, and dignity.** |

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| **Operational Management:** | * Support adults with their care and support needs to maximise their independence and wellbeing and provide person centred care. * 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, e.g., barrier cream. * Ensure where appropriate people to live in a safe, comfortable, warm, and clean environment and alert management if environmental issues arise. * Provide all support in line with support plans to achieve the outcomes identified by the person * Work in line with Infection Prevention Control procedures and guidance including the use of Personal Protective Equipment (PPE) * Adhering to individual risk assessments and health care plans when supporting people * Undertake the role of Key Worker for individuals supporting them to achieve their goals and aspirations as well as key task i.e., ensuring the person maintains contact with family. * Support individuals with their eating and drinking to ensure they maintain adequate and appropriate levels of nutrition and hydration in line with their care and support plan. * 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. * Undertake continuous monitoring of the persons’ level of need responding, recording, and reporting accurately. * Support people to engage in meaningful, person-centred activities on a 1:1 or group basis in relation to their hobbies and interests |
| **Partnerships:** | * Work as a member of a team, including with other health and social care professionals to ensure best outcomes for people are achieved. |
| **Systems and information:** | * Awareness of the use of technology, including telemedicine, telecare and how these provide support to people, * Use in-house IT systems for training and learning, timesheet claims, booking of annual leave. |
| **Communications** | * Communicate effectively with residents, their families, friends, using communication aids as appropriate. * Ensure effective communication with health and care professionals * Maintain accurate, factual defensible clear and professional care records. |
| **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 of the role social care plays in people’s lives. * 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 * Knowledge of adult safeguarding requirements, policy, and procedures * Knowledge of Health & Safety and how this applies to the role i.e., Fire, Infection Prevention Control, Health & Safety at Work. * Experience of working in a care setting or work experience or voluntary work/lived experience of caring. | * Knowledge of long-term conditions such as Dementia, physical and sensory impairments |
| Occupational Skills   * Ability to understand a support plan. * 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 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 * Basic 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 care & support plan * 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 equipment such as hoists, wheelchairs, lifelines and other   assistive technology |  |
| Behaviours  [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |  |
| Professional Qualifications   * Commitment to complete the Care Certificate within first 12 weeks in service. * Requirement to complete a Level 2 Apprenticeship/ Diploma qualification in Health & Social Care |  |
| Other Requirements   * A willingness to work in other care provider settings, to meet service demands. * Requirement to work evenings and weekends on a rota basis as part of 7-day service. * There will be posts that specifically cover nights. * An enhanced DBS clearance is required. This role involves spoken and written communications, so a confident use of English language is required. |  |

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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.