

Isle of Man  
Public Service  
**Careers**



## **Social Care Worker (Days & Nights)**

Older People's Services

**Job Information**

# Resource Centre Social Care Worker

## Manx Care

### What will you do?

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 the Manx Cares 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.

**Job Title: Social Care Worker**

**Reports to: Senior Social Care Worker**

### Our Values



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.

## Scope of the Job

### **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 Manx Care 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.

## Principle Duties

### **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 wellbeing circumstances of the Resident.
- Ensure that the wellbeing and personal care needs of individual residents, 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, light housework 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 daily living tasks, 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 Manx Care 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 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 flexibly, with the line Manager following 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. 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.
- 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.
- Dress and 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, nights and Bank Holiday work.
- Be required to be posted to other service areas within Manx Care 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.
- When necessary, provide support within other areas of Older Peoples 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 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, Manx Care may affect any necessary change in job content, or may require the post holder to undertake other duties, at any location in community services, 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 person-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. Residents 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 resident. 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.

1. Be required to work on a 365 day 24 hour day rotational basis including weekends and bank holidays **and** night shifts as required.
2. Carry out activities of daily living (ADLs) for 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.
3. Arrange hospital/clinic appointments and transport for people using the service
4. Escorting residents to appointments.
5. To ensure adequate security measures are taken when leaving the Resource Centre.
6. To ensure contribution within the team to innovate and develop a provision of activities which enable a stimulating environment within the resource centre.
7. To ensure residents are supported in the community, for example on days out or with community partnership groups or activities.
8. To encourage and support residents towards a degree of independence, activity and decision making, to participate fully in the running of their resource centre.
9. Ensure that all faulty equipment is removed from the area and reported to the relevant person for repair.
10. Increase community participation and engagement.

## What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
<b>Credibility</b>		
Show commitment to complete the Care Certificate if other qualifications in this section have not been obtained	<b>E</b>	CV/Interview
Show commitment to undertake RQF Level 2 in Health and Social Care if not already attained	<b>E</b>	CV/Interview
NVQ/RQF Level II QCF Level II Diploma in Health and Social Care	<b>D</b>	CV/Interview
First Aid	<b>D</b>	CV/Interview
Safer people Moving and Handling of people	<b>D</b>	CV/Interview
Dementia Awareness Training – Modules 1 & 2	<b>D</b>	CV/ Interview
<b>Capability</b>		
Good communication skills - English language, both written and oral	<b>E</b>	CV/Interview
Good IT skills – Word, Outlook	<b>E</b>	CV/Interview
Ability to work on own initiative and deal with emergencies	<b>E</b>	CV/Interview
Ability to work as part of a team	<b>E</b>	CV/Interview
Recognise the value of positive risk taking	<b>E</b>	CV/Interview
Previous experience of working as part of a multi-disciplinary team	<b>D</b>	CV/Interview
Experience in supporting vulnerable people, preferably older people within a residential setting	<b>D</b>	CV/Interview
Commitment to organise, implement and review recreational activities	<b>D</b>	CV/Interview
Experience of supporting older people with complex needs e.g. dementia, diabetes, stroke	<b>D</b>	CV/Interview
Have a positive approach to change	<b>E</b>	CV/Interview
<b>Character</b>		
Be honest and reliable	<b>E</b>	CV/Interview
Demonstrate a professional commitment to attending training	<b>E</b>	CV/Interview
Have positive demeanour	<b>E</b>	CV/Interview
Demonstrate at all times an awareness of dignity, choice and respect	<b>E</b>	CV/Interview
<b>CARE</b> <i>Commitment, Appreciation, Respect &amp; Excellence</i>		
Be highly motivated	<b>E</b>	CV/Interview
Be person centred	<b>E</b>	CV/Interview
Demonstrate a responsible and professional attitude and approach to work and colleagues	<b>E</b>	CV/Interview
Have the ability to communicate effectively with families and other professionals	<b>D</b>	CV/Interview
<b>Other requirements</b>		
Isle of Man Worker	<b>D</b>	Application/Pre-employment checks
Full, valid driving licence	<b>D</b>	CV/Pre-employment checks
Flexible and able to work on a rota basis which will include mornings, afternoons, evenings, night shift, weekends and bank holiday working	<b>E</b>	Interview
Physically able to carry out the requirements of the role	<b>E</b>	Pre-employment checks
Satisfactory Enhanced Disclosure and Barring Service check	<b>E</b>	Pre-employment checks