



Job Description

Social Services Directorate

Post Title	Care Worker		
Post Number	Various	Grade	4
Base	Home Care / Cwrt Mytton	Hours of Work	Various
Car User Allowance	Casual	Disclosure	Enhanced
Contact	Donna Mahoney / Joanne Hawkins	Updated	19-1-22

Principal Job Purpose

Responsible to: Registered Manager/Deputy Manager / Independent Living Officer / Team Leader

Responsible for: Providing care and support to individuals receiving support from Blaenau Gwent Home Care (including Extra Care and DASH) or Cwrt Mytton. To enable individuals to live a full and meaningful life. Delivering an effective and efficient service whilst adhering to CIW Standards and Regulations.

Principal Accountabilities

- To be registered with Social Care Wales and to be responsible for managing your own registration.
- Ensure that all the principles of the Social Care Wales registration and Code of Practice underpin all aspects of your work
- Ensure that the principles of RISCA guidance and CIW regulations (Care Inspectorate Wales) underpin all aspects of your work

- To ensure that your communication devices are always charged and used appropriately e.g. work phone / handset / walkie talkie / pager and to report any issues with the equipment
- You will follow a flexible working pattern in accordance with management and service requirements this will include weekend and night duty (where applicable) in line with your rota
- To visit individuals at times as directed and to respond as required for requests for assistance
- Undertake tasks specified within individual's care plans, following instructions and guidelines designed to maximise their independence, taking into account individuals skills and abilities.
- To be vigilant for signs of distress, anxiety or any deterioration in physical and/or mental health in individuals and to report these as a matter of urgency
- To undertake tasks in a way which demonstrates respect, privacy, dignity, choice, rights and the value base of all service users, irrespective of disability or personal circumstance.
- To summon appropriate assistance in an emergency according to departmental guidelines.
- To complete medication in line with medication policy and departmental guidance. This may include PRN medication, controlled medication and collecting medication from pharmacies.
- Awareness of the need to continually monitor risk to both individual and self. All risks are to be recorded and reported as a matter of urgency to the appropriate person
- To support / assist individuals with personal care including management of stoma and catheter care
- To support / assist individuals with manual handling in line with training and risk assessment
- To support / assist individuals who access the service for respite / DASH or CARIAD
- To support / assist individuals with aids / equipment in line with training and risk assessment e.g. prosthetics, dentures, braces, hearing aids
- Actively encourage individuals, according to their capabilities, to participate in all aspects of daily living activities.
- Support / assist individuals to have voice and control in making decisions relating to every aspect of their lives

- Ensure that all personal records relating to the individual are maintained, accurate and legible e.g. case notes, accident forms and all financial transactions. All records should be completed in line with departmental guidelines
- To assist in maintaining liaison with other agencies involved with the care of the individual e.g. attending meetings, to be in attendance at OT / GP visits or where your knowledge of the individual is needed.
- Participate in mandatory training and any training identified through supervision and appraisal.
- To attend and participate in supervisions, staff meetings and any other meetings deemed necessary for the post
- Where required to do so, assist individuals to attend appointments
- Support individuals to secure their property e.g. confidential records, medicines, cash, keys, furniture and equipment, clothing & possessions and home
- Provide palliative and end of life care in accordance with the departmental good practice documents, including offering support to the family/relatives
- To be a role model / mentor for new / relief / agency staff
- To carry out domestic duties, laundry and shopping as required by the role e.g. cleaning bathroom after use
- Take shared responsibility for the security of the building and the safety of individuals at all times and report concerns promptly.
- Ensure that the policies, procedures and guidelines established within the Blaenau Gwent County Borough Council relating to residents, staff & premises are adhered to
- To adhere to the principles of the Authority's Safeguarding policy
- To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
- To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
- Observe confidentiality and Data Protection in all areas of work, as necessary, recognising the vulnerability of the residents
- To undertake any other duties reasonably falling within the boundaries of the post.

Person Specification – Non Managerial

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
NVQ / QCF Level 2 in a Care related subject, or willingness to undertake QCF Level 2	✓E	✓	✓		
Registered, or willingness to register, with Social Care Wales once in post	✓E	✓			
All Wales Manual Handling Passport (current)	✓D				
Other experience					
Experience of working in a social/health care setting	✓D	✓			
Experience of working with other agencies, both public and private	✓D		✓		
Knowledge/Skills					
Understand and respect the principles of Promoting Independence	✓D	✓	✓		✓
Understand the core values i.e. privacy, dignity, right and choices of service users	✓E	✓	✓		✓
Knowledge and Understanding of CIW Standards and Regulations	✓D	✓	✓		✓
Understand and respect the principles of confidentiality	✓E		✓		✓
Able to communicate in writing, including record and report writing	✓E		✓		✓
Able to verbally communicate effectively	✓E	✓	✓		✓
Ability to work in stressful and sometimes challenging situations	✓E		✓		✓
Have a flexible approach to duties	✓E		✓		✓
Ability to manage time effectively	✓E		✓		✓
To be responsive to individuals needs, to show empathy and sympathy and to deliver care with sensitivity	✓E		✓		✓

2. Special Requirements	Essential	Desirable
Hold a full driving licence and have use of a car for work (essential for community roles)	✓ for community based roles	✓

3. Welsh Language Requirements (Please select one of the following)	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable	Desirable	✓			

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
Reading/Understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
Writing	<input checked="" type="checkbox"/>	<input type="checkbox"/>				

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

4. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching	
Delivering the service	Plans ahead, organises work in advance		✓		✓	
	Involves line manager/colleagues in setting and meeting targets		✓		✓	
	Reorganises work when necessary				✓	
	Sees tasks through to completion whenever possible				✓	
	Seeks help if workload becomes unmanageable			✓		✓
	Uses initiative to report issues that arise that impact on others			✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results				✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service		✓		✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent		✓		✓
	Understands the links between own professionalism and the possible impact on the Authority's image				✓
	Has a professional attitude that sets an example to colleagues				✓
	Takes pride in own work and that of colleagues	✓	✓		✓
	Is respectful, courteous and helpful at all times	✓	✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests		✓		✓
	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary		✓		✓
	Actively seeks to help others		✓		✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand				✓
	Makes sure that people are regularly informed		✓		✓
	Uses appropriate language, gestures and tone when talking with others		✓		✓
	Checks others have understood & seeks advice when necessary		✓		✓
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation		✓		✓