



Social Services Department

Post Title	Relief Care Assistant		
Post Number	Various	Grade	3
Base	Provider Services Locations	Hours of Work	As and when required
Car User Allowance	Casual (Home Care work only)	Disclosure	Enhanced
Contact	TBC	Updated	August 2014

Principal Job Purpose

To provide a support service which is appropriately flexible to meet the needs of Service Users who reside in their own homes, residential settings and within the community, at critical times of the day.

Responsible to:

Relevant line managers in each Provider Service

Responsible for:

Providing support to Service Users by providing relief cover for planned (periods of leave) and emergency (sickness absence) cover, for staff deployed in Provider services, together with support at times where there is high demand for the service. In so doing you will be expected to focus your actions on:

- Supporting the independence of the person within the context of their living environment and their family.
- Supporting and maintaining safety in their environment to enhance the Service User's quality of life.
- Enabling people who use the service to achieve their full potential in living independently.

Principal Accountabilities

1. Support Service Users as directed by the line-manager and to carry out the personal care tasks in support of the Service User as specified in their Care Plan. In so doing the

carer will ensure that the following aspects of care are considered so that all actions taken help sustain, support and enhance the independence of the Service User:

- Being vigilant for signs of distress or anxiety in Service Users; any deterioration in physical and/or mental health, or safety of the environment, and to report these as a matter of urgency to the relevant Line Manager.
- Carrying out all tasks in a way that demonstrates respect for the privacy, dignity and value of all Service Users, irrespective of severity of disability or personal circumstances.
- Summoning appropriate assistance in an emergency, in accordance with the relevant procedure.

1.2 Undertake a range of duties of staff for whom you are providing cover by providing personal care and assistance for Service Users. This will also involve caring and supporting Service Users who have a terminal illness.

1.3 Respond to emergency alerts from Service Users living alone in the Community.

2. Personal Care:

2.1 Attend to personal tasks as allocated and similarly undertake the functions outlined by the respective Managers in any other setting to which you are deployed. In attending to allocated tasks across services the following actions will apply, dependent on Service User needs:

- Assist Service Users in and out of bed as directed by the Care Coordinator/Team Leader/Support worker and in accordance with agreed procedures.
- Assist Service Users to eat and drink.
- Assist Service Users in turning to relieve pressure areas.
- Assist Service Users in dressing/undressing, care of aids and personal equipment, e.g. hearing aids, glasses, dentures, etc.
- Assist Service Users in maintaining personal hygiene, e.g. washing, shaving, and bathing.
- Assist and enable the Service User to manage their continence
- Assist Service Users in toileting, emptying commodes and disposing of incontinence pads.
- Support Service Users to manage their own medication where appropriate in line with agreed departmental policy & procedure.
- Develop and maintain a good working and trusting relationship with the client by promoting anti-discriminatory practice; confidentiality of information; supporting rights and choices; acknowledging individuals personal beliefs and identity; supporting Service User through effective communication.

2.2. In completing these tasks you will ensure that the client's dignity and self-esteem are maintained at all times

2.3. Encourage Service Users to build/regain confidence and basic skills.

3. Domestic

The following tasks are seen as being required in some instances and if required will be specified in the Care Plan.

- Assist service users to maintain the cleanliness of their home, to meet with health and safety requirements.
- Assist service users to operate sources of warmth.
- Assist service users to prepare meals and/or demonstrate to the Service User how to use the equipment available.
- Assist service users to launder and iron clothes and/or bed linen as required.

4. Social - actively encourage Service Users, according to their capabilities, to participate in social activities. This is to be achieved by:

- Recognising elements of the Care Plan which specifically specifies the need for the Service User to engage in activities outside the home and encouraging participation.
- Providing support as part of a caring team by liaising with named informal carers, other agencies or professionals as necessary, to promote the continuing involvement in social activities.

5. Collaboration with other Agencies.

- Assist management to maintain good liaison with other personnel involved in the care of the Service User, i.e. Community Nurses, Social Workers, G.P's, etc., as part of a caring team.
- Support the delivery of specific programmes given by Therapists.
- Assist the Service User in programmes to improve functional ability.

6. General Duties

- Provide meaningful and appropriate levels of care to users in full accordance with the domiciliary standards that are specified by the Care and Social Service Inspectorate Wales (CSSIW)
- Observe confidentiality in all areas of work, as necessary, recognising particularly the vulnerability of the Service Users
- Contribute to the individual care & service planning process; write reports and attend meetings and care reviews as necessary.
- Communicate with colleagues to ensure there is openness on actions taken in support of the Service User.
- Maintain records as required, reporting and recording in an appropriate manner, matters relating to Service Users.
- Maintain effective liaison across community provider teams and with other agencies involved in caring for the Service User.
- Participate in staff meetings, staff supervision, and staff development.
- Participate in training courses as required.

6.1 Car Driver

- Use own car to undertake appropriate duties in specific services i.e. (Home Care only)

7. Decision Making Authority

- Be responsible for any day to day decisions within the confines of the duties allocated and Job Description.

8. Corporate Compliance

- To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
- To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

9. Other Duties

- Any other duties that reasonably fall within the responsibilities for this post.

Person Specification – Non Managerial

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
NVQ Level 2 Care Award or working towards the award. If not qualified will be expected to complete NVQ 2 within 18 months of course commencement if not qualified.	Essential	✓		Supervision	✓
Other experience					
Experience in a paid/unpaid role working in a care or community support setting.	Desirable	✓			✓
Knowledge/Skills					
Understand the effects of ageing, disability, incapacity and illness and how this can impact on a clients' well being	Desirable		✓		✓
Have an understanding of the relevant Health and Safety Legislation for Movement and Handling	Desirable		✓		✓

2. Special Requirements

Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Aptitudes					
• Be able to communicate effectively verbally and in writing	Essential		✓		✓
• Good presentation skills	Desirable		✓		✓
• Ability to assist staff in promoting the rights and choices of Service Users	Essential		✓		✓
• Ability to work to deadlines and timescales	Essential		✓		✓
• Be able to work without close supervision	Essential		✓		✓
• Be committed to learning and developing own skills, in addition to supporting the development of learning in others	Essential		✓		✓
• Driving licence with access to car for work purposes (Home Care only)	Essential	✓			✓
Personal Attributes					
• Understand and respect the principles of confidentiality	Essential		✓		✓
• Demonstrate clearly an anti-discriminatory value base	Essential		✓		✓
• Demonstrate a commitment to continual development	Essential		✓		✓
Equal Opportunities					
Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Blaenau Gwent County Borough Council	Essential		✓		✓

3. 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.

Topic	Competencies	Assessment Method			
		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		✓		✓