



JOB DESCRIPTION

JOB TITLE: SOCIAL CARE WORKER

RESPONSIBLE TO: THROUGH SOCIAL CARE LEADER TO SERVICE MANAGER

EMPLOYING AUTHORITY: Avista

FUNCTION

The Social Care Worker assists the Social Care Leader in running the designated area within agreed guidelines and statement of purpose ensuring the implementation of the programme in line with New Directions.

DUTIES AND RESPONSIBILITIES

1. Promoting self development, independence and the individuality of each person ensuring they have a person centred program tailored to meet their individual needs and skills in accordance with the aims and objectives of the Service in line with the National PCP Framework.
2. Creatively and collaboratively support and promote each individuals social and educational developments.
3. Ensure that each individual acquire skills that will foster self- confidence and independence to be seen and respected as valued member of the community.
4. Promote good relations with the local community. Actively integrating our services into community setting, breaking down barriers and exploring increased options for everyone to be a valued member of their local community.
5. Develop connections within the local community and neighbourhood promoting inclusion and awareness of people with disabilities.
6. Ensure open communication and regular reporting in respect of the progress of each person to line manager in designated area.
7. Ensure the safety of each individual by following appropriate procedures and by regular inspection of buildings equipment, furniture, fittings, and furnishings and rectify or report any matter requiring attention.
8. Supporting medication management for individuals accessing the service.
9. Promote a healthy environment with a focus on well being initiatives and lifestyles.
10. Making written and verbal reports as required. Reporting accidents, incidents or complaints in line with Avistas policy.

11. Ensuring all records pertaining to the particular designated area kept up-to-date and are readily available when required.
12. To promote and encourage each individual to be actively involved in their own cleaning, hygiene, cooking, washing and caring for their personal belongings.
13. Ensuring good working relationships with the persons accessing TEES and their families, colleagues, other employees and visitors.
14. Sharing responsibility for maintaining designated area supplies and equipment.
15. Maintaining good order and organisation in the designated area at all times, especially in housekeeping, cleanliness and hygiene.
16. Taking charge of the designated area when necessary and acting up for the Social Care Leader as required.
17. To promote self development, independence and the individuality of each client.
18. Ensuring that the persons with an intellectual disability attend at the appropriate social and recreational activities within the service and the local community.
19. Using vigilance and acute observation in recognising signs and symptoms, so as to promote the health and well being of each person with an intellectual disability.
20. Implementation of the health and safety policy in accordance with the safety statement of the service. Ensure familiarity with emergency and other operational procedures and policies.
21. Ensure that economy is exercised in relation to supplies and equipment.
22. Ensuring that each person with an intellectual disability is treated with the utmost respect and dignity at all times.
23. When employed as an Social Care Worker with a particular professional qualification, the functions associated with the profession may form part of the job function.
24. Ensure that each person is fully supported in maintaining the highest intimate and personal care standards. Ensure there is a detailed plan of care for each person that requires intimate and personal needs supports.
25. Promote and embody by the ethos and core values of Avista.
26. Encourage and participate, where appropriate, in social and recreational activities with supported individuals.
27. Ensure that the highest standards of confidentiality are maintained at all times.
28. Maintain a high standard of work performance, attendance, appearance and punctuality at all times.

29. Ensure good working relationships are maintained with colleagues at all times.

30. Participate in Service Annual Performance Review System

31. Any other duties that may be assigned from time to time.

The above job description is not intended to be a comprehensive list of duties and responsibilities and consequently the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post when in office. This job description may change in line with the changing needs and objectives of Avista Service.

Core Competencies

Quality Service

- Adopts a person centered approach and supports service users with empathy, compassion and respect.
- Demonstrates a commitment to achieving a high standard result.
- Is flexible and adaptable to meet unanticipated demands.
- Complies with organisational policies and procedures at all times.
- Understands, demonstrates and respects the rights of all service users and families

Planning & Organising

- Demonstrates the ability to plan and deliver the duties of the role in an effective and resourceful manner within a model of person centered care.
- Adopts a systematic approach to planning, organising and managing workload.
- Able to multi task without losing focus.
- Manages competing and changing priorities effectively.
- Demonstrates a flexible and adaptable approach in a changing environment.
- Deals with issues in a timely manner.
- Demonstrates a high level of attention to detail

Professionalism

- Approaches all tasks in a confident manner.
- Shows pride in one's profession.
- Demonstrates honesty and integrity: holds a strong code of ethics.
- Maintains appropriate and professional boundaries.
- Manages personal problems to minimise impact on work or professional relationships
- Respects confidentiality and discretion in all work related matters.
- Pays attention to dress code and professional appearance.
- Shows an enthusiastic and committed attitude to ones work.
- Understands scope of practice.
- Understands the need to apply service and/or professional standards, policies and procedures
- Demonstrates self-belief in own potential and ability.

Continuous Learning & Development

- Shows enthusiasm and motivation for work.

- Willing to use opportunities to improve, learn and develop self.
- Regularly participates in on the job learning.
- Stays current in own field of expertise.
- Is open to constructive feedback, acknowledges own limitations.
- Understands role and boundaries of other disciplines.
- Initiates and undertakes mandatory training.
- Takes responsibility to ensure learning and understanding of new ideas and procedures.
- Self evaluates own performance to continuously improve personal development.

Organisational Knowledge

- Understands the mission and core values of Daughter of Charity Disability Support Services.
- Is aware of the multiple services provided by the Daughters of Charity.
- Familiar with professional bodies.
- Is knowledgeable of regulations and where relevant applies practice in accordance with legislation to area of work.
- Has the skill set to access computer systems and ability to learn new IT system's
- Knowledgeable of professional standards, policies and procedures relevant to discipline.
- Understands how own scope of practice fits with the organisation.

Innovation & Creativity

- Demonstrates a can do attitude.
- Generates new ideas.
- Shows enthusiasm for trying new ways of doing things.
- Voluntarily puts forward suggestions for improvements.
- Promotes improvement ideas to colleagues.
- Takes a creative approach to work by exploring a range of options whilst keeping an open mind.
- Effectively applies existing practices or processes to new work situations to benefit the service and service users.
- Takes appropriate action to address inefficiencies in work processes and establishes improved ways of getting the job done

Leadership Potential

- Successfully modifies behaviour to embrace change.
- Energetic and Inspires others through own positive attitude.
- Creates trust by being honest, reliable and consistent.
- Can be directive without being dictatorial.
- Blends a focus on results with a caring and sensitivity for individuals.
- Demonstrates the ability to be flexible in relation to hours of work and roles and responsibilities.
- Responds positively to new demands and requirements.

Problem Solving & Decision Making

- Makes timely, intuitive decisions to achieve successful outcome.
- Identifies and uses appropriate sources of information when making decisions.
- Supports views with sound logic reasoning.
- Reasons systematically and logically through issues.
- Demonstrates common sense when dealing with every day issues that arise.
- Knows when to ask for help and guidance from supervisor and/or colleagues

Team work

- Contributes consistently and positively to team activities.
- Projects a warm and appropriate professional demeanour at all times.
- Is accepting of diverse values and beliefs.

- Helps others: willing to take on different tasks/roles accordingly to the needs of the team.
- Expresses views and professional opinion at team meetings.
- Knows when and where to consult with other members of the team.
- Is responsive to the needs of other team members: shows empathy.
- Balances listening to others ideas with sharing own thoughts.
- Considers how ones behaviour may impact others.
- Has the knowledge and confidence to identify and personally manage own workplace disagreements locally at an early stage and knows when to seek support of management.

Communication & Interpersonal Skills

- Communicates openly and honestly.
- Shows empathy when handling delicate or sensitive issues.
- Shows patience when dealing with others.
- Considers how ones behaviour may impact others.
- Clearly and confidently articulates ideas and opinions and their underlying rationale.
- Draws on a variety of communication methods to fit/situation circumstances.
- Open listening: asking clarifying questions and makes eye contact.
- Demonstrates positive body language.
- Knows when to speak, what to talk about, with whom, when, and where.
- Communicates effectively in English language, written and spoken, as appropriate to job requirements.
- Numerate and Literate.

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