

Role Profile

Title: Social Care Worker

Reporting to: Service Manager/Person in Charge

Purpose of the Role: The Social Care Worker plays a key role in supporting individuals receiving Cheshire Ireland services to live self-directed, meaningful lives. This role focuses on promoting independence, inclusion, and rights-based practice while ensuring high-quality, person-centred support. The Social Care Worker contributes to developing, implementing, and reviewing individual care and support plans, advocating for the people we support, and working collaboratively with multidisciplinary teams, families, and community partners.

The post holder upholds the values, ethos, and standards of Cheshire Ireland, ensuring that each individual is supported to achieve their goals and participate fully in their community.

Key Responsibilities

Individualised Support & Person-Centred Planning

- Assess needs and individual risks, develop and risk assessments in collaboration with people receiving a Cheshire service, their families, and multidisciplinary teams.
- Promote choice, autonomy, and active participation in decision-making.
- Support individuals to achieve personal outcomes and pursue their aspirations in line with their personal goals.
- Encourage and enable independent living and community inclusion through a rights-based approach.

Personal & Clinical Care

- Provide personal care and clinical support in line with assessed needs and care plans.
- Administer medication and support in clinical needs as trained and required.
- Maintain accurate records of health and wellbeing, reporting any changes promptly.
- Link with GP's and relevant disciplinary teams as required.

Community Inclusion & Social Participation

- Facilitate engagement in social, educational, recreational, and vocational activities.
- Support individuals to access local resources and build natural community connections.
- Encourage self-advocacy and provide advocacy support where needed.
- Assist individuals to develop life skills such as budgeting, cooking, and travel training.

Safeguarding & Rights Protection

- Promote and protect the rights, safety, and welfare of all the people we support.
- Recognise, report, and respond appropriately to any safeguarding or protection concerns in line with policy.
- Act as an advocate for equality, respect, and inclusion.

Record Keeping & Documentation

- Maintain accurate and timely records including progress notes, incident reports, and support plan reviews using the relevant Cheshire Ireland Care/Document Management Systems
- Ensure compliance with data protection and confidentiality standards.
- Contribute to service audits and quality reviews.

Collaboration & Communication

- Work collaboratively with colleagues, families, healthcare professionals, and external agencies to deliver coordinated care.
- Communicate effectively and respectfully, both verbally and in writing.
- Participate in team meetings, handovers, and case reviews.
- Lead and manage the frontline care support team, ensuring they support individuals in all aspects of their daily lives and activities.
- Manage the performance of direct reports through regular 1:1s, observations, and performance discussions as part of the Cheshire Ireland Performance Management Process.
- Manage all aspects of under-performance (including absence, conduct, and non-compliance) of direct reports.
- Motivate and create a sense of team amongst direct reports.
- Manage time and attendance of direct reports through Softworks.
- Ensure that direct reports' annual leave is planned, taken, and tracked in Softworks.
- Provide a fortnightly upload to payroll to ensure timely payment of direct reports.
- Ensure direct reports are appropriately inducted and trained.
- Identify ongoing training needs of direct reports.

Professional Practice & Development

- Adhere to all organisational policies, procedures, and codes of conduct.
- Engage in continuous professional development and reflective practice.
- Stay informed about current best practice, legislation, and regulatory standards in social care.
- Provide mentoring and guidance to Care Support Workers where appropriate.

Health, Safety & Quality

- Promote and maintain a safe and healthy environment for the people we support and staff.
- Follow manual handling, infection control, and health and safety procedures.
- Report hazards, incidents, and near misses promptly.
- Contribute to quality improvement initiatives.

Employee Responsibilities

- Demonstrate consistent attendance and punctuality.
- Participate in supervision, appraisals, and team development sessions.
- Represent Cheshire Ireland professionally in all interactions.
- Maintain appropriate boundaries and respect confidentiality at all times.

Competencies

This role aligns with the **8 Core Cheshire Ireland Competencies**:

- Person-Centred Focus
- Service Focus
- Teamwork
- Personal Accountability
- Communication (Verbal & Written)
- Interpersonal Skills
- Flexibility & Adaptability
- Personal Effectiveness

Additional role-specific competencies:

- Leadership & Initiative
- Advocacy & Empowerment
- Critical Thinking & Problem Solving
- Professional Judgement

Required Skills & Qualifications

- QQI Level 7 or Level 8 in Social Care, Applied Social Studies, or equivalent recognised qualification.
- Eligible or registered in Coru.
- Experience working with individuals with physical, sensory, or intellectual disabilities (minimum one year preferred).
- Knowledge of HIQA Standards, the Assisted Decision-Making (Capacity) Act, and rights-based social care.
- Strong interpersonal, organisational, and communication skills.
- Full clean manual driving licence (or willingness to obtain one).
- IT literacy (experience with electronic care management systems is an advantage).
- Eligibility to work in Ireland.
- Commitment to continuous professional development and reflective practice.

Personal Attributes

- Empathy and respect for diversity and individuality.
- Strong sense of ethics, integrity, and accountability.
- Calm and resilient under pressure.
- Proactive, solution-focused mindset.
- Commitment to equality, inclusion, and empowerment.
- Professional, approachable, and collaborative.

Flexibility & Additional Duties

This role requires flexibility to meet changing service needs, including evening, nights, weekends, and sleepover shifts as rostered. The duties outlined are not exhaustive and may evolve in line with organisational requirements and service development