



Title Care and Support Workers	Department Adult Social Care, Health and Public Protection	Post Ref.
Job Purpose		
Key Responsibilities <ol style="list-style-type: none">1. To work to achieve and maintain high standards of quality and efficiency in the services provided by the Nottinghamshire County Council.2. To develop and improve personal skills through participation in, and contribution to, formal and informal staff development processes and training geared to meet the requirements of the post and the changing business requirements of the Department.3. To ensure confidentiality of information in respect of records maintained and tasks undertaken within County Council Policy and relevant legislation. This included maintaining strict confidentiality in relation to personal information (included that of service users and other employees) which may become known to you in the course of your work or associated activities.4. To use allocated resources efficiently and effectively and to participate and assist in performance review systems for Departmental services and other measures allied to the supply and monitoring of management information connected with the post holder's field of work.5. To maintain effective working relationships and contribute to a working environment which is safe, considerate and supportive to all. Also, in accordance with relevant legislation, to take6. reasonable care of your health, safety and welfare, and that of other persons who may be affected by the performance of your duties.7. In carrying out the duties and responsibilities set out within the Job Description and in the context of developing working	Key Accountabilities <ol style="list-style-type: none">1. Foster people's equality, diversity and rights.2. Promote effective communications and relationships.3. Promote, monitor and maintain health, safety and security in the workplace.4. Contribute to the protection of individuals from abuse.5. Enable clients to eat and drink.6. Contribute to the ongoing support of clients and other significant to them.7. Support individuals experiencing a change in their care requirements and provision.8. Enable clients to maintain and improve their mobility through exercise and the use of mobility appliances.9. Enable clients to maintain their personal hygiene and appearance.10. Enable clients to access and use toilet facilities.11. Enable clients to achieve physical comfort.12. Promote communication with those who do not use a recognised language format.13. Monitor and maintain cleanliness of environments.14. Support and control visitors to services and facilities15. Assist in supplying materials and equipment.16. Contribute to the effectiveness of work teams.17. Prepare food and drink for clients.18. Enable clients to maintain contacts in potentially isolating circumstances.19. Contribute to the support of clients during development programmes and activities.	

relationships with others, the post holder will be expected to demonstrate commitment to and comply with the specific requirements and the spirit of the County Council Equal Opportunities Policy. This principle applies equally to all aspects of the role

8. The post holder is responsible for providing a range of personal care duties to Service Users within the base of community setting and for contributing to care planning processes through observation, communication and liaison with Service Users, relatives, their staff and agencies, ensuring confidentiality at all times.
9. As an effective and flexible member of the team and working closely with other Care and support workers, Team Leaders and manager, the post holder will be expected to work an agreed programme of work with minimum supervision and be able to take appropriate action in the event of an emergency.
10. The post holder will be expected to work to standards, which equate to Diploma level 2. Care Standards

20. Enable individuals to manage their domestic and personal resources.
21. Enable their clients to maintain their mobility and make journeys and visits.
22. Enable their clients to participate in recreation and leisure activities.
23. Contribute to the movement and handling of individuals to maximise their physical comfort.
24. Promote communications with individuals where there are communications differences.
25. Support individuals when they are distressed.
Key Duties and Responsibilities:
Note: This will comprise of other duties not covered by the Care standard.
26. To undertake personal tasks as described in the Care and Support Plan including washing, dressing, and assistance with mobility whilst respecting the individual's privacy and dignity.
27. To use any equipment as directed by the Care Plan, once appropriate training has taken place.
28. To contribute verbally to the assessment, planning, implementation and review of Care Plans.
29. To observe and accurately communicate changes in the Service User's needs and contribute to the written Care Plan.
30. To assist Service User's management of personal resources including shopping, letter writing, prescription collection and escorting, including accurate records of associated transactions.
31. To attend staff meetings, receive supervision and training and otherwise contribute to the efficiency of the service To actively promote Service User involvement and empowerment.
32. To maintain individuals and others in promoting, developing and maintaining independence. To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally

changes of a permanent nature shall be
 33. incorporated into the Job Description in specific terms
 NB: The balance of tasks on night duty will be domestic in nature

The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Education and Knowledge

1. Understanding and appreciation of the needs and feelings of people with physical disabilities.
2. Understands the nature of confidentiality.
3. Understands the importance of an overall teamwork approach.
4. Understands the importance of promoting good health and safety standards.
5. Prepared to undertake further training.

Experience

6. 12. Ability to communicate clearly and effectively both verbally and in writing with different people in a range of situations.
7. 13. Demonstrate an interest in caring for others.
8. 14. Able to observe situations and report the detail to other staff.
9. 15. Prepared to work flexibly with commitment to a needs led service for disabled people.

Personal skills and general competencies

10. 8. Puts into practice the Council's commitment to excellent customer care.
11. 9. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.
12. 10. Works well with colleagues but also able to work on their own initiative.
13. 11. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration

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| 16. Equal Opportunities
17. Basic awareness of equal opportunities.
18. Respect and appreciate each person as an individual.
19. Thoughtful approach to working with people | |
| Role Dimensions

20. Younger Adults Residential and Short Breaks Services
21. Responsible for Cash handling and administering of medication
22. Shift coordination responsibilities | |

Please attach a structure chart

Date 4th July 2016