



Title Care Worker	Department ASCH&PP	Post Ref.
Job Purpose To meet the personal needs of service users and assist day service staff within the implementation of support plans. This will include work within a day service base or supervised work in the community.		
Key Responsibilities <ol style="list-style-type: none">1. To provide a range of assistance and support in response to the day to day personal, physical and emotional needs of service users as described in care plans.2. To drive/escort vehicles as authorised and transport service users and other personnel as required and appropriate.3. To provide high quality support and personal care with full regard to privacy, dignity and particular needs and relate to people in a manner which is sensitive to age, disability, sexuality, gender and cultural origin.4. To positively support individuals within a risk management framework and to advise supervisors/managers of any risks or unresolved difficulties.5. To liaise effectively with carers, relatives, specialist workers, support groups, customers and legal representatives as appropriate.6. To assist and contribute to the ongoing monitoring/assessment of individual service user needs, review of activities undertaken and service provided.7. To carry out all duties and responsibilities with a 'can do' attitude	Key Accountabilities <ol style="list-style-type: none">8. To respond appropriately to crisis and emergency situations and report any incidents arising as soon as possible.9. To provide cover and assistance in respect of staff absence and other requirements as appropriate.10. To participate and assist in the delivery of a wide range of day to day activities and support service users in accordance with service plans.11. To support people in promoting, developing and maintaining independence.	
The post holder will perform any duty or task that is appropriate for the role described		

Person Specification: Care Worker

Education and Knowledge

1. Hold or be willing to work towards NVQ Care 2 / Diploma equivalent
2. Knowledge/appreciation of service user needs and abilities and that of their carers.
3. To have a basic level of ICT skill.

Experience

10. Experience of working directly with adults, individuals or groups

Personal skills and general competencies

4. Puts into practice the Council's commitment to excellent customer care.
5. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.
6. Works well with colleagues but also able to work on their own initiative.
7. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration.
8. To use basic ICT systems safely and as appropriate to the level of the post, if required.
9. High level of punctuality and attendance

Role Dimensions

11. To use any equipment as directed by the care plan, once appropriate training has taken place and be able to assist in the handling of people and inanimate objects.
12. To maintain and contribute to day to day service user records and documentation as required.
13. To contribute to and attend meetings and other forums as required.
14. To actively promote service user involvement and empowerment.
15. To support people with complex needs and/or challenging behaviours.
16. To respond appropriately to crisis and emergency situations and report any incidents that may arise.
17. To be able to drive

Please attach a structure chart