Nottinghamshire County Council

Title	Department	Post Ref.
Relief Care Worker	**Adult Social Care, Health and Public Protection**	

Job Purpose

The postholder is responsible for providing a range of personal care duties to service users who have learning disabilities, and contribute to care planning processes through observation, communications and liaison with service users, relatives, other staff and agencies, ensuring confidentiality at all times.

As an effective and flexible member of a team, and working closely with other Care Workers, Team Leaders and the Unit Manager, the postholder will be expected to work to an agreed programme of work with minimum supervision and be able to take appropriate action in the event of an emergency.

Key Responsibilities

1. To work to achieve and maintain high standards of quality and efficiency in the services provided by the Nottinghamshire County Council and the Adult Social Care and Health Department. To be aware of and actively promote the County Council's corporate customer service standards, delivering fair and quality services in a way that is sensitive and responsive to all customers.
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 includes maintaining strict confidentiality in relation to personal information (including 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

Key Accountabilities

1. To participate in the provision of a wide range of personal care for people who have a learning disability. This may include liaising with relevant professionals and carrying out any significant care plans.
2. To assist in the provision of support and packages for individuals to remain as independent as possible. This will involve making provision across a seven day period, during the day and evenings and occasional work outside rostered hours as and when necessary.
3. To enable service users to maintain and develop personal, practical and social skills linked to individual programmes and activities. To implement these in line with the support care plans. To assist individuals and groups in the use of and access to ordinary community facilities.
4. To implement and maintain support plans in accordance with the Personal Centred Plan.
5. To maintain effective, accurate records and contribute to reports, as required, in line with the requirements of the service and Written Records Policy.
6. To act as co-ordinator for a number of service users, which will involve participating and attending individual service user reviews.

postholder'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 take reasonable care of your health, safety and welfare, and that of other persons who may be affected by the performance of your duties. 6. In carrying out the duties and responsibilities set out within the Job Description and in the context of developing working relationships with others, the postholder 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. 7.	7. To liaise with Carers, Voluntary Organisations, Support Groups, Agency Providers of Education, Health, Transport, Social Care, Support and Leisure if required in performance of the above duties as defined in the support plan. 8. To respond appropriately to crisis and emergency situations as they arise and report these to the Team Manager as soon as practicably possible. 9. To act at all times in line with the departmental budgetary and financial guidelines. 10. 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 any changes of a permanent nature shall be incorporated into the Job Description in specific terms.
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification

Education and Knowledge

1. NVQ 2 Diploma in Care (desirable)
2. Willingness to undertake a diploma in care (essential)
3. Willingness to undertake The Care certificate induction (essential)

Motivation (essential)

- Ability to work with minimal supervision
- To work as part of a team delivering a high quality service
- A willingness to undertake personal training and development

Experience

8. Experience in supporting /caring for people
9. Experience of supporting/caring for people who have a Learning Disability

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

Role Dimensions

10. Ability to communicate well both verbally and in writing
11. Demonstrate an understanding of individuals rights and choices
12. Demonstrate an awareness of basic health and safety
13. A willingness to support people with personal care needs in a way that preserves dignity and respect for each individual
14. A willingness to support people in social activities
15. Flexible approach to rotas and duties recognising the needs of individuals and small groups
16. Ability to follow care plans

Please attach a structure chart

Date 11th May 2015

Tier 7 - Frontline Roles