


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION	
Position:	Care Worker
Department:	Customer Services
Reports to:	Senior Care At Home Worker/Service Manager
Band:	K
Date:	April 2019

The logo for Hanover Scotland features five stylized houses in a row, each a different color: pink, purple, green, yellow, and orange. Below the houses, the text "HANOVER SCOTLAND" is written in a bold, sans-serif font.

Purpose of Job

To provide a range of care and ancillary tasks in accordance with care policies, standards and procedures.

Main duties and responsibilities

1. To provide a dignified, safe and stimulating service where customers are encouraged to exercise choice and to promote their independence.
2. To ensure individuals' rights and responsibilities are retained by treating them with dignity and respect.
3. To provide care services which are appropriate to the needs of the customers and that have been agreed with them.
4. To contribute to the care planning process.
5. To participate in maintaining and updating records, both manual and electronic, to required standards, with proper reference to the ethics and confidentiality of recording practice.
6. To assist or administer oral and/or topical medications as per the GPs'/prescribing medical examiner's instructions with regard to the policies and procedures and safe recording practice of the Association.
7. To liaise with external agencies, family members and carers any changes within the care plan of the customer consistent with requirements of confidentiality.
8. To provide the services to individuals, including some or all of those listed below, as per agreed care and support plans:
 - 8.1. Personal Care
 - Assistance with personal cleanliness, for example, washing, bathing, showering, making sure water temperature is safe.
 - Help maintain mobility with the use of appropriate moving and handling equipment.
 - Going to the toilet, including helping with continence problems, emptying catheter bags, and emptying commodes.
 - Washing hair, shaving, and cleaning teeth.

- Dressing and undressing, including help with support stockings, and any other medical aids used.
- Help prepare and serve meals.
- Assistance with feeding.

8.2. Household tasks

- General cleaning in areas used, for example kitchen, bathroom, toilet, living room and bedroom including making beds and changing bed linen.
- Carry out laundry tasks including ironing.

8.3. Medication

- Reminders to take medication or administer medication as dispensed by a qualified pharmacist.
- Assistance in requesting medications from GP and collecting medications from pharmacy.
- Report any concerns or problems to the GP or line manager.

8.4. Money

- To support customers in managing their money under very tightly controlled circumstances.
- Cashing pensions or allowances with the appropriate authority in place.
- Paying regular bills, for example rent, gas, and electricity, at the nearest post office, bank or public office.
- Carrying money for shopping and accounting for it to the customer and/or their representative.

9. To ensure that customers and their relatives are involved fully in decisions which affect them and the quality of their lives.
10. To ensure all administrative tasks including use of petty cash are carried out in accordance with the Association's policies, procedures and standards.
11. To assist and share knowledge and experience with colleagues as required
12. Work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.
13. Operate within a Strategic Business Unit (SBU).
14. Deliver key business objectives and meet Key Performance Indicators(KPIs) through a personal performance plan.
15. Analyse work and produce action plans where performance improvement is required.
16. To undertake other duties and responsibilities delegated by the Manager.

Job Context and Other Relevant Information:

The post holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association’s current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association’s policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as delegated by line-manager that may be required to meet the needs and responsibility of the Service and the Association.

Signed Line Manager (if applicable)

Signed Post holder

Person Specification

Job Title: Care Worker



As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.

Criteria	Essential/Desirable
<p>1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i></p>	
<ul style="list-style-type: none"> • Have the ability to undertake all care at home duties to a high standard. 	Essential
<ul style="list-style-type: none"> • Ability and commitment to undertake care practice in accordance with the Scottish Social Services Council (SSSC) Code of Practice, National Care Standards, Scottish Commission for the Regulation of Care and the Association's policies and procedures including moving and handling, first aid, food hygiene and health and safety awareness. 	Essential
<ul style="list-style-type: none"> • Ability to relate sympathetically to older people in a supportive environment recognising their right to choice and independence. 	Essential
<ul style="list-style-type: none"> • Have the ability to build and maintain good working relationships with all involved within the customers care package. 	Essential
<ul style="list-style-type: none"> • Ability to work as a lone worker. 	Essential
<ul style="list-style-type: none"> • Ability to recognise and identify hazards and minimise risk. 	Essential
<ul style="list-style-type: none"> • Good communication and literacy skills. 	Essential
<ul style="list-style-type: none"> • Basic IT skills including ability to use MS Word to read documents, Outlook for emails and search skills to use company Intranet 	Essential

2. Experience

This section specifies the level and quality of experience required.

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| <ul style="list-style-type: none"> • Experience of working with people in a caring environment or supported accommodation | Desirable |
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3. Education/Qualifications

Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.

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| <ul style="list-style-type: none"> • Scottish Vocational Qualification (SVQ) Level 2 in Health and Social Care or equivalent qualification is desirable. Following the opening of the Scottish Social Service Council (SSSC) registration in 2 October 2017, you will be required to register | Desirable |
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<p>within 6 months of commencing employment in the post or for current employees, when the Association advises you to register.</p> <ul style="list-style-type: none"> • However, if you do not hold the desired qualification of SVQ2 when registering with SSSC, we are committed to supporting you to achieve this, however you must obtain this qualification within 12 months of commencing the qualification and within your SSSC condition period. 	
<ul style="list-style-type: none"> • Once registered must remain registered with the Scottish Social Services Council as condition of employment. 	Essential
<ul style="list-style-type: none"> • REHIS Elementary Food Hygiene, moving and handling and first aid certificates. 	Desirable

4. Other

This section specifies other factors which may be necessary.

<ul style="list-style-type: none"> • Must be a member of the Protection of Vulnerable Groups scheme for adults and retain this membership, as the post undertakes regulated work with protected persons. 	Required by law
<ul style="list-style-type: none"> • Must remain registered with the Scottish Social Services Council. 	Essential
<ul style="list-style-type: none"> • Meet the clear standards as set in the Scottish Social Services Council Codes of Practice for Social Service Workers and Employers. 	Essential
<ul style="list-style-type: none"> • Empathy and appropriate professional conduct/detachment in working with potentially vulnerable persons. 	Essential
<ul style="list-style-type: none"> • To have a flexible approach to work 	Essential
<ul style="list-style-type: none"> • Willingness to participate in training 	Essential
<ul style="list-style-type: none"> • To have a genuine interest in working with older people 	Essential
<ul style="list-style-type: none"> • Current driving licence and use of car 	Desirable

5. Equal Opportunities

This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice

Essential

Job description latest update: May 2016