

## WESTERN CARE ASSOCIATION

“Western Care Association exists to empower people with a wide range of learning and associated disabilities in Mayo to live full and satisfied lives as equal citizens. We achieve this through the provision of a comprehensive range of innovative services and supports.”  
.....Mission Statement

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Western Care Association is committed to providing Person Centred Services using Personal Outcome Measures as its quality measurement. The primary role of staff working with individual service users is to support each person in achieving their priorities as identified through the Individual Planning Process.

JOB DESCRIPTION
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### SOCIAL CARE WORKER

The job description for SOCIAL CARE WORKER is generic to staff employed at SOCIAL CARE WORKER grade within the Association, (know as Houseparent in Residential Services and Skilled Instructor in Day Services).

The job description is set out as follows:

- Reporting Relationship
- Purpose of the Job
- Main Duties and Responsibilities
- Working Relationships and Communication
- General

**Roster:** Social Care Workers work across all services and roster times can include day, evening, night duty and weekend, together with Sleep In – depending on the position being filled.

## **SOCIAL CARE WORKER – Job Description - Western Care Association**

**Reporting Relationship:** Social Care Worker reports to the Social Care Leader Grade assigned to the Service.

**Purpose of Job:** To learn from, listen to, support and enable service users realise their goals and achieve their identified priorities. To support and advocate for participation and inclusion in the community and to achieve full participation as identified by the Service User. **Assume responsibility for the service in the absence of the line manager, or while on duty as required.** Operate within the framework of a person centred approach and to actively engage in and promote co-operation and partnership with other services, both internally and externally and in particular with families.

### **Main Duties and Responsibilities:**

- To learn from, listen to, support and enable service users to achieve their full potential and to maximize community inclusion and participation.
- To undertake the role of named staff by co-ordinating in a responsive and flexible manner individual plans to meet the needs of service users in line with their priorities and preferences.
- Maintain and develop individual plans as required. Ensure the line manager is appraised of progress and engaged when necessary to seek solutions.
- Work to seek solutions to issues by negotiation and engagement with relevant stakeholders.
- **To support and manage staff within the service as required.**
- **Actively engage in the creative development and ongoing changing needs of the service to meet the needs of service users.**
- **Provide cover for the line manager as required, including managing personnel and service issues which arise.**
- **Support and assist the line manager in managing the delivery of multiple individual plans, including tracking of individual plans and analysis of information in order to develop plans for the service and current service delivery.**
- Provide personal care and support to service users as required
- Ensure a safe place of work, incorporating Western Care Association's Dignity at Work Policy and Health and Safety requirements and Abuse Guidelines.

- Promote safety in all environments, in line with the Association's practices.
- Use positive approaches to support people who may have challenging behaviour in line with Organisational practice.
- Participate in aspects of the running of the service including leisure activities, driving transport, escort duties, general cleaning and upkeep of the service.
- Assist in monitoring good budgetary practice /awareness.
- Maintain the required records, reports, consistent with organisational requirements and Freedom of Information.

### **Working Relationships and Communication:**

- Understand and operate all relevant local and organisational procedure, directives and general information made available through the line manager.
- Develop and contribute to good working relationships in the Organisation and with all other relevant personnel.
- Report to and appraise line manager or designate of all work related issues and difficulties.
- Follow the Association's Grievance and Disciplinary Procedure, available in the Association's Staff Handbook.
- Maintain strict confidentiality relating to matters regarding personnel and services.
- Attend and actively participate in staff meetings as required.
- Actively participate in supervisory support as per Organisation Procedure.

### **General:**

- Promote and develop good community networks which support service user inclusion and integration.
- Promote a positive image and name of the Association in the wider community.
- Be accountable and responsible for input into service planning and delivery, together with job performance as per role within the Association.

- Promote dignity at work and show respect to service users, colleagues and stakeholders in the course of duty.
- Act in a confidential manner when dealing with personal information relating to service users, families and staff.
- Attend staff training events as required and implement learning in the workplace.
- Perform any other appropriate duties as requested by the person in charge.

**Conditions:**

- **The Job Description forms an integral part of the Contract of Employment, together with the Association's Staff Handbook.**
- Flexibility in working hours will be a feature of this position, to meet the individual needs of service users. The flexibility required will depend on the needs of the service users and work rosters and time will be agreed with staff on a local basis by line manager.
- To engage with and use the technology systems and packages provided by the Association to support day to day work and future planning needs.
- You will receive support and supervision from your line manager regarding your day to day work through the Supervisory Support Process in place in the Association.
- Clean Drivers License is desirable.

*Developed by Partnership Sub-Committee Job Descriptions. Consulted and agreed through the Partnership Committee and Line Management Structure. February, 2006*