Role profile

**Care Assistant – Supported Housing for Older People**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Adult Services |
| **Reports to** | Registered Manager/Team Leader |
| **Job family** | Care and Welfare |
| **Grade**  | D |
| **Political restricted?** | N |
| **DBS required?** | Y - enhanced |
| **Date**  | June 2024 |
| **JE Code** | JE0577 |

Key deliverables

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| **1** | To deliver high quality care and support to people with Dementia and/or a range of complex health conditions, in accordance with their agreed support plan, policies and procedures. |
| **2** | To effectively record information, including contributing to the writing of risk assessments and support plans. Providing thorough and concise verbal and written handovers and feedback to colleagues, external agencies and families, ensuring changes in need are reflected. |
| **3** | To complete all mandatory training as well as any additional training identified. Using the learning acquired to improve own practice and that of the service. |
| **4** | To provide intimate personal care to vulnerable adults, ensuring dignity is maintained and following infection control guidance. This will include using personal protective equipment, moving and handling and mobility aids. |
| **5** | Supporting people to maximise independence, promoting consent and self-expression. Understand own behaviour and adapt this to the needs of people being supported.  |
| **6** | Work with vulnerable adults and colleagues to identify activities that are meaningful to individuals. |
| **7** | Provide flexible support across the service which may mean working in different service areas or different working patterns. |
| **8** | Identify, manage and respond effectively to risk to tenants, self and others. Understand when to escalate concerns and follow MKCC Safeguarding Policy.  |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | An awareness of the needs of vulnerable adults and demonstrating an empowering attitude to the provision of support. |
| **2** | The ability to work flexibly across a range of services supporting individuals with differing needs.  |
| **3** | Excellent communication skills, including the ability to communicate verbally and in writing, clearly and accurately.  |
| **4** | An understanding of the importance of confidentiality in recording and sharing information.  |
| **5** | The ability to respond in complex or crisis situations with an awareness of assessing and managing risk. |

Job family

**Care and Welfare (Grade D)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Care and Welfare family jobs have as their primary responsibility the vulnerable members of our community who depend upon the city council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level job holders provide front-line advice and assistance to vulnerable clients in a variety of settings. Working within strict procedural guidelines to ensure their health, welfare and the optimum delivery of city council services. A great deal of post holders’ working time will be spent interacting with individuals as part of a wider care team.

**The Knowledge and skills required**

The type of skills and knowledge required for these roles will come from a combination of experience in front-line public service jobs and focused formal training and education. Specific sector qualifications may be a requirement for some roles, but even when this is not the case, job holders will need knowledge of appropriate communication skills and techniques to effectively interact with those in their care.

Many roles at this level will engage with others in assisting with physical tasks requiring greater than normal manual dexterity. This might include cooking, artwork or other domestic and vocational activities.

**Thinking, planning and communication**

Assessing the immediate needs of others and devising appropriate responses is a central element of roles. Solutions to day to day problems come generally from established practice and guidelines but job holders will also need to be creative in their approach to engaging with those in their care.

Effective communication is at the heart of these roles. Listening to others, assessing their basic needs and working with them to achieve agreed outcomes is central to ensuring their wellbeing. Not all individuals will be able to express themselves eloquently, and others will need straightforward messages couched in accessible terms.

**Decision making and innovation**

With the health, safety and welfare of vulnerable individuals of prime importance, it will be necessary for job holders to work within well established guidelines to ensure consistency across the team and service. Within these boundaries job holders will regularly make minor day to day decisions in relation to such things as daily working priorities, choice of client activities or other practical matters.

**Areas of responsibility**

The prime responsibility for job holders will be to ensure the welfare of the individuals and family groups they serve. They will be in the front-line of the city council’s response to service users’ needs and will carry out tasks or duties which have a direct impact on them.

Other than assisting new colleagues in their induction by demonstrating duties, job holders at this level will not be expected to supervise or manage others.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

**Impacts and demands**

With the emphasis on working with others in a variety of settings, these roles will often see job holders either on their feet or engaged in activities requiring some ongoing physical effort.

Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience the pressures of deadlines and conflicting demands.

With constant exposure to vulnerable children and/or adults, many of the working relationships which are central to the role will see job holders needing to exert greater than normal emotional resilience.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.