

**Role Purpose**

To provide a range of personal, social, emotional and practical care tasks for the wellbeing of Medlock Court’s Residential Enablement service users and their carers. To work within the assessment and care planning framework, enabling service users and their carers to exercise control over their own lives by maximising their independence.

To support the management team in the effective and efficient running of the service and its development.

**Key Relationships**

<b>Line Manager:</b>	Registered Managers
<b>Direct Reports:</b>	N/A

**Main Accountabilities and Responsibilities**

- To work in accordance with Care Quality Commission and MioCare Group Policies and Procedures.
- To comply with the requirements of the Health Professional Councils (HPC) Code of Practice for Social Care Workers.
- To have a knowledge and understanding of Older People’s Services.
- To ensure quality of service to service users by offering support and guidance to colleagues and other professionals through liaising with service users, their carers, Commissioners, Health and Social care staff, Voluntary and other agencies.
- To attend and contribute to staff meetings, induction, supervision and appraisals.
- To undertake any identified training relevant to the role.
- To provide appropriate levels of support and mentoring to colleagues.
- To work independently and as part of a team to ensure effective service delivery while taking responsibility for the service in the absence of the Registered Manager, liaising with and seeking guidance from the On-Call Manager.
- Ensure that service users and their carers are encouraged to voice their concerns consistent with service users’ aspirations and make decisions about their everyday lives whilst liaising with the relevant individuals that can provide support e.g. advocates/ Age Concern / care management.
- To ensure the care, health and wellbeing of each individual is provided for whilst reporting and recording concerns to relevant people and liaising with colleagues, medical professionals and any other appropriate body.
- To assist and support the service users in the management of medication including receipt, safe storage, administration, record keeping in accordance with medication policies and procedures.
- To work within Risk Assessments of service user needs and identify any changes required. To work within individual’s Care Plans designed for and agreed with service users. To participate in the completion of Risk Assessments and Care Plans and to ensure these are regularly reviewed and updated as necessary.
- To support and enable service users who may require assistance with personal care and physical tasks alongside emotional, spiritual wellbeing whilst maintaining dignity and respect at all times. To act as an allocated key worker for an agreed number of service users, with the support of care staff and managers working within quality assurance guidelines.
- To be responsible for the safekeeping of small amounts of service user money where necessary in accordance with financial procedures.
- To support the health and safety of yourself, service users and others by complying with health and safety legislation, departmental policies and procedures whilst reporting concerns to management. To facilitate all manual handling tasks in compliance with policies and procedures.
- To maintain appropriate records and pass on any relevant information about the needs of the service user to your manager or other designated persons and ensure compliance with confidentiality and data protection requirements.
- To actively promote the equalities and diversity agenda in the workplace and in-service delivery.
- Undertake any additional duties commensurate with the grade of the post.

	<b>Selection criteria (Essential)</b>	<b>Selection criteria (Desirable)</b>	<b>Assessment Method</b>
<b>Education and Qualifications</b>	NVQ 3 or equivalent or a willingness to work towards		Application form / Interview
<b>Experience</b>	Experience of working unsupervised and as part of a team.  Experience of working in the care sector.  Experience of dealing with medication handling and administration.		Application form / Interview  Application form / Interview  Application form / Interview
<b>Skills and Abilities</b>	Ability to communicate effectively.  Ability to produce clear and accurate daily records and present information to colleagues, medical professionals and any other appropriate body about service users.  Numerical skills.  Ability to work on own initiative and as part of a team and relate to older people.  Ability to transfer and move dependent service users using the equipment provided.  Ability to work in a non-discriminatory way and in accordance with equal opportunities, policies and procedures.  Ability to provide all aspects of physical and emotional care to dependent service users, and to create an environment in which the service user is comfortable.  Ability to lead /guide a group of staff in their day to day activities.		Application form / Interview  Application form / Interview  Application form / Interview  Application form / Interview  Application form / Interview  Application form / Interview
<b>Knowledge</b>	A basic knowledge of Care Quality Commission (CQC) requirements.	A basic knowledge of health and safety and risk assessment processes.	Application form / Interview
<b>Work Circumstances</b>	Shift working / weekend and bank holidays and sleep in duties.  This post will be subject to an enhanced DBS.		Application form / Interview