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| **Job Specification; Sample Content****Social Care Leader (3030)** |
| **The following template provides sample content for the above role.** **Please refer to the latest National Job Specification Template on the HSE Job Specification Repository to create your full and final version.** |
| **Purpose of the Post**  | ***For Example:*** Social Care Leaders typically work as part of a wider multidisciplinary team in providing a high quality service to users.The Social Care Leader will provide care, protection, and support to vulnerable or dependent clients, individually or in groups, in conjunction with the wider multidisciplinary team and other relevant agencies. The primary aim is to provide intervention necessary to address any issues preventing service users from living their best life. The Social Care Leader will ensure the welfare of those under their care and will act as an advocate as appropriate.  |
| **Principal Duties and Responsibilities** | ***For Example:*** *The Social Care Leader will:***Professional*** Deliver a quality service ensuring professional standards are maintained in accordance with national and local requirements.
* Work within current legislation and policies, procedures, guidelines and protocols as laid down by the employer. Support line management in ensuring that all staff are aware and adhere to same.
* Work in accordance with the principles and values of recovery as described in the National Framework for Recovery for Irish Mental Health Services 2018-2020.
* Work closely with and report to the relevant Manager in the administration and management of the Service.
* Take on the role of Person in Charge (PIC) or Person Participating in Management (PIM) as required.
* Assist front line staff, management and members of the multidisciplinary team in the design, implementation and evaluation of Person Centred Plans (PCPs) for people who use the service.
* Prepare and assist staff in preparing risk assessments, judgements and decisions based on the needs of the client, relevant facts, observable information, and the quality of that information and the likely consequences of any actions taken / decisions made.
* Promote physical, emotional, social, cultural, ethnic, spiritual and religious welfare of each person who uses the service.
* Work with the multidisciplinary team in relation to the safe and appropriate management of challenging behaviour of the people who use the service and assist in the development, review and evaluation of all plans relating to this.
* Maintain appropriate links with family members and community services (Social Workers, General Practitioners and Liaison Nurses etc.).
* Attend and participate in Case Reviews and Multidisciplinary Team meetings as required.
* Provide written and verbal reports on a regular basis on the progress of development of people who use the service.
* Engage in all aspects of the day-to-day operation of the Service in providing 24-hour support to the client group in line with the Service vision and mission statements.
* Chair and participate in staff meetings, as directed.
* Provide leadership and motivation that is conducive to good staff relations and effective work performance.
* Report immediately to the Manager any incidents of poor practice or any matters that are prejudicial to the welfare of the service user.
* Co-operate with external monitoring and statutory inspections and implement their recommendations.
* Promote the rights and responsibilities of each person within the service setting e.g. following complaints procedure guidelines.

**Education, Training & Professional Development*** Contribute to the development of the team in light of the purpose and function of the service.
* Manage, develop and support staff, individually and as a team, including induction, probation, supervisory support and training.
* Participate in regular professional supervision and the supervision of staff as required.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* Participate in further training and development as required.
* Provide guidance and education for work experience students.
* Engage in reflective and evidence-based practice.
* Keep abreast of legislation and current professional knowledge.

**Risk, Health & Safety*** Work in a safe manner with due care and attention to the safety of self and others.
* Be responsible for own health and wellbeing in order to carry out the duties of the role / is committed to managing own work / life balance.
* Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards.
* Document appropriately and report any near misses, hazards, accidents or incidents and bring them to the attention of designated individual(s) in line with best practice.
* Be aware of risk management issues. Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Promote a culture that values diversity and respect.
* Be familiar with emergency procedures and know who to contact in an emergency.
* Have a working knowledge of the Health Act 2007 (Care and support of residents in designated centres for persons (Children and Adults with Disabilities) Regulations 2013 S.I. No 367 of 2013
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc.and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Management and Administration*** Ensure that adequate staffing levels are present at all times; ensuring that staff are deployed in the most effective manner, delegating responsibilities as appropriate.
* Monitor the interactions between staff and clients and ensure that any concerns are discussed with the line manager and addressed accordingly.
* Assist in the administration and day-to-day operation of the service; assume responsibility for various operational functions as designated from time to time by the Manager or their designate.
* Maintain a high standard of documentation, including service user files in accordance with local guidelines, the principles of confidentiality, the Freedom of Information (FOI) and GDPR Acts.
* Maintain accurate up to date records and files, and submit activity data as required.
* Attend team meetings and report to the relevant Manager on matters affecting the delivery of service.
* Be accountable for any money spent on behalf of the HSE during the course of duty.
* Assist in the preparation of policies and procedures required to ensure high standards of care and the implementation of same.
* Be responsible for decision making when on shift and in the absence of the Manager as appropriate; which will include accepting overall responsibility for the service setting.
* Deputise for Manager as and when required.
* Assist in ensuring that the service makes the most efficient and effective use of developments in IT.
* Keep up to date with organisational developments within the Irish Health Service.

 **The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.**  |
| **Skills, competencies and/or knowledge** | ***For Example:****The candidate must demonstrate***Professional Knowledge / Experience***For example:** Sufficient professional knowledge to carry out the duties and responsibilities of the role including but not limited to:
	+ Awareness of policy, legislative and professional requirements to ensure an appropriate standard of service delivery (e.g. a working knowledge of the Children First Guidelines, Health Act 2007 (Care and support of residents in designated centres for persons (Children and Adults with Disabilities) Regulations 2013 S.I. No 367 of 2013, HIQA standards and requirements as related to the function of the role).
	+ Knowledge of Person Centred Planning and working with key workers within the service in developing person centred care plans.
	+ An understanding of the root causes of challenging behaviour and how best to respond to same.
	+ An in-depth knowledge of life-span development.
* Knowledge of risk assessment and the implementation of general risk assessments e.g. using Armidillo-S and the SSKAAT-R forensic risk assessments
* An understanding of theory and practice in the delivery of care to the client group.
* An understanding of therapeutic approaches relevant to the client group based on established best practice.

**Planning and Managing Resources***For example:** Demonstrates evidence of effective planning and organising skills including awareness of resource management and importance of value for money.
* Demonstrates an ability to manage deadlines and multi-task effectively as part of daily workload management
* Foresees potential problems or competing priorities and takes appropriate action to ensure service standards don’t suffer / deadlines are met
* Takes responsibility for the achievement of delivery targets by regularly monitoring, recording and reporting performance statistics/information

**Leadership & Team Management Skills***For example:** Demonstrates leadership and team management skills.
* Actively promotes multidisciplinary team working
* Empowers staff by appropriately delegating responsibility and authority
* Adapts leadership style to suit the demands of the situation and the people involved
* Motivates staff towards the provision of a quality service.

**Problem Solving & Decision Making***For example:** Gathers information from enough sources and other people to make well-founded decisions
* Formulates, articulates and demonstrates sound reasoning / synthesises and analyses information available.
* Regularly quantifies and evaluates activities against plans and takes timely action to correct potential difficulties
* Makes decisions in a transparent manner by involving and empowering others where appropriate.

**Commitment to Providing a Quality Service***For example:** Demonstrates commitment to assuring high standards and strives for a person centred service.
* Recognises the service user as expert through experience and promotes the involvement of the service user in care planning, decision-making and service development as appropriate
* Provides a flexible service, is adaptable and promotes innovation in approach to service user care
* Demonstrate commitment to continuing professional development

**Communication & Interpersonal Skills***For example:** Demonstrates excellent communication skills (verbal & written) including active and empathetic listening skills.
* Maintains a professional relationship in all communications, treating others with dignity and respect.
* Works collaboratively with the client and other relevant individuals to understand and establish expectations and desired outcomes
* Demonstrate ability to effectively influence others / /negotiate with others.
* Demonstrate ability to effectively build and maintain relationships including the ability to work with multi-disciplinary team members.
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