|  |
| --- |
| **Job Specification; Sample Content****Social Care Worker (3029)** |
| **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.** |
| **Reporting Relationship** | ***For Example:*** The post holder will report to the Social Care Leader. |
| **Purpose of the Post**  | ***For Example:*** To provide a social care service to individuals living in a variety of community settings as part of a multidisciplinary team. The Social Care Worker will support the effective delivery of services to individuals in all aspects of their daily lives as per their individual needs and in accordance with their personal plans to enable them to live a good life. The post holder will be required to establish and maintain effectively relationships with individuals to help promote their independence, and in doing so treating them with dignity, respect and equality.  |
| **Principal Duties and Responsibilities** | ***For Example:*** *The Social Care Worker will:***Professional*** Deliver a quality service ensuring professional standards are maintained in accordance with professional, national and local requirements.
* Work within current legislation and policies, procedures, guidelines and protocols as laid down by the employer.
* 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.
* Treat service users and their families with dignity and respect, promoting a culture of unconditional positive regard at all times.
* Contribute to the promotion, creation and maintenance of a welcoming, safe, caring, stable and therapeutic environment.
* Plan, implement and evaluate care plans, placement plans and treatment programmes as part of a multi-disciplinary team, ensuring the written and verbal reporting of general and individual treatment programmes.
* Work constructively and in a positive manner within the team to deliver services which are safe, progressive, individualised and meet the needs of those using the service.
* Recognise service users as expert through experience, promoting their participation in care planning, placement planning, decision-making and service delivery.
* Ensure that the primary care needs of the service user are met e.g., support the service user to ensure high quality well balanced meals are consumed.
* Undertake various aspects of home management including the household budget, upkeep, cleaning, hygiene etc.
* Support the service user in the organisation of personal documents, information and finance.
* Participate in meetings in relation to the care and development of the service user.
* Work in partnership with the parent, family, and other agencies on behalf of the service user.
* Promote the rights and responsibilities of each service user within the centre.
* Promote physical, emotional, social, cultural, ethnic and spiritual welfare of each service user in care.
* Encourage attendance at training centres, medical and clinical appointments.
* Accompany clients / residents and drive HSE owned vehicles to accommodate social and community activities.
* Ensure that the care of the service user both on and off site is risk assessed and compliant.
* Supervise service users on outings from the centre.
* Actively participate in crisis management including physical intervention in line with local / national policy and procedure (currently Therapeutic Crisis Intervention).
* Provide verbal and written feedback on the progress of the service user as required.
* Assist with transfer / referral to other services where appropriate.
* Work as a keyworker for the service user as required.
* Remain calm and manage self when faced with volatile and potentially violent situations.
* Ensure that the service users are not subject to any forms of abuse and, in particular, ensure that they are not subject to bullying or the threat of bullying.
* Be available, as appropriate, to relatives or people of significance to service user, to offer information, support and guidance.

**Education, Training & Professional Development*** Participate in regular professional supervision.
* Engage in reflective and evidence-based practice.
* Participate in ongoing professional training and development.
* Provide guidance and education for work experience students.
* Keep abreast of legislation and professional social care knowledge.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**Risk, Health & Safety*** 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 significant events and bring them to the attention of designated individual(s) in line with best practice.
* 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.
* Work in a safe manner with due care and attention to the safety of self and others.
* 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.

**Administrative*** Contribute to the ongoing development of the service in keeping with good practice and HSE objectives.
* Assist in the administration and day to day operation of the service.
* Participate in team meetings and report to the Social Care Leader / Manager on matters affecting the delivery of service.
* Effectively plan and manage resources, within budget. Be accountable for any money spent on behalf of the HSE during the course of duty.
* 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.
* Contribute to the development and implementation of information sharing protocols and audit systems.
* Co-operate with external monitoring and statutory inspections and implement their recommendations.
* Deputise for Social Care Team Leader/ management 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 *(including evaluating information and judging situations)****For example:** Demonstrates a high level of professional knowledge to carry out the duties and responsibilities of the role.
* Demonstrates the knowledge and ability required to provide safe, efficient and effective service in the area of practice.
* Demonstrates knowledge of the various theoretical models and approaches that apply in current practice.
* Demonstrates knowledge of a range of appropriate interventions relevant to the service user group and an ability to apply knowledge to best practice.
* Demonstrates an ability to consistently deliver a high quality service according to standards of best practice.
* Integrates professional judgement with the application of models of practice.
* The ability to evaluate information and make effective decisions in a timely manner.
* Thinks ahead to the consequences of decisions, and considers precedence to ensure consistency.
* Demonstrate evidence of computer skills including use of Microsoft Word, Excel, email systems and the use of the internet as a research tool and a willingness to develop IT skills relevant to the role.

**Planning and Managing Resources***For example:** Demonstrate evidence of effective planning and organising skills including awareness of resource management and importance of value for money.
* The ability to manage self in a busy working environment including the ability to prioritise workloads.
* Demonstrate ability to manage deadlines and effectively handle multiple tasks.

**Team Skills***For example:** Demonstrate an ability to work on own initiative as well as part of a wider team.
* Demonstrate the ability to create networks and establish partnerships and linkages with other community workers and organisations.
* Demonstrates the ability to both give direction / feedback, and take direction / feedback, from others.
* Demonstrate flexibility and openness to change and supports others in a changing environment.

**Commitment to providing a Quality Service.***For Example** Demonstrate initiative and innovation, identifying areas for improvement.
* A commitment to assuring high standards and strive for a user centred service.
* Demonstrate ability to advocate effectively for the rights, decisions and needs of service users and promote service user access to resources, supports and services.
* Demonstrate a commitment to continuing professional development.

**Communications & Interpersonal Skills***For example:** Empathises with and treats clients, relatives and colleagues with dignity and respect.
* Demonstrate effective communications and interpersonal skills including the ability to resolve conflict and empower people with sometimes quite divergent points of view.
* Tailors communication to meet the needs of the service user.
* Presents information in a clear and concise manner.
 |