

**Social Care Worker**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **Social Care Worker**  (Grade Code: 3029) |
| **Remuneration** | The salary scale for the post is:  Insert the relevant salary scale for this position.  For example:  XX,XXX - XX,XXX - XX,XXX - XX,XXX - XX,XXX - - **XX,XXX LSI** (DD/MM/YY)  Salary Scales are updated periodically and the most up to date versions can be found here: <https://healthservice.hse.ie/staff/benefits-services/pay/pay-scales.html> |
| **Campaign Reference** | To be completed by Recruiter. |
| **Closing Date** | To be completed by Recruiter. |
| **Proposed Interview Date (s)** | To be completed by Recruiter. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | Insert location  There is currently xx permanent / specified purpose / part time / whole-time vacancy available in xxxxxxxxxx  A panel may be formed as a result of this campaign for xxxxxxxxxxx from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Please provide name & contact details for person who will deal with informal enquiries. |
| **Details of Service** | Provide details to the following types of questions:   * What service does the unit provide? * What client group is served by the unit? * What are the possible future developments for the service? * What is the team structure? * What area is covered by this service?   There is no limit to the text that can be inserted here. Please use this section to highlight the service and generate interest in the service and job being recruited for |
| **Reporting Relationship** | Please outline reporting relationships associated with the post:   * To whom will the job holder report? * Who will report to the job holder?   *For Example:* The post holder will report to the Social Care Leader. |
| **Key Working Relationships** | Provide a brief overview of the types of people that the job holder will typically engage with in the fulfilment of the duties and responsibilities of their role. This overview should provide the applicant with a sense for the key working relationships associated with the role. |
| **Purpose of the Post** | What is the overall high-level purpose of the job?  *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** | *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.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | **Candidates must have at the latest date of application:**  **Please insert Eligibility Criteria for the post - see HSE website at:** [**http://hse.ie/eng/staff/Jobs/Eligibility\_Criteria/**](http://hse.ie/eng/staff/Jobs/Eligibility_Criteria/)  **Health**  A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.  **Character**  Each candidate for and any person holding the office must be of good character. |
| **Post Specific Requirements** | **This section may be used to specify that candidates must demonstrate particular experience deemed necessary for safe and effective performance in the role**  **e.g.**   * **depth and breadth of experience in providing a service to marginalised communities** * **depth and breadth of experience of working in a High Dependency Unit in an Acute setting** * **depth and breadth of experience of delivering concurrent, multiple projects.**   **Post specific requirements mostly relate to a specific role and might include education / experience required for a specific post in a specific location / may include specialisms e.g. ICU course or experience. We don’t include ‘Nice to have’ / ‘Desirable’ criteria – either a criterion is essential to the role or it isn't. Avoid including ‘numerical data’ here e.g. must have x no. of months / years’ experience in XXX. Instead it is more helpful to detail what it is you want the applicants to know / be able to do.**  **For additional information on work contexts, departmental and/or role specific duties, please click** [**here**](#Additional_info)**.** |
| **Other requirements specific to the post** | **Please outline if there are specific practical requirements that are specific to the post**  **e.g.**   * **have access to appropriate transport to fulfil the requirements of the role** * **participate in an on-call rota** |
| **Skills, competencies and/or knowledge** | **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.   **Communication & 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. |
| **Campaign Specific Selection Process**  **Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements.  Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.  Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion** | The HSE is an equal opportunities employer.  Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience.  The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated.  The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition.  For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/> |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).  The CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.  The CPSA Code of Practice can be accessed via <https://www.cpsa.ie/>. |
| The reform programme outlined for the Health Services may impact on this role and as structures change the Job Specification may be reviewed.  This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. | |

**Social Care Worker**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy available is **permanent/temporary** and **whole time/part-time.**  The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration** | The Salary scale for the post is: **PLEASE INSERT (Pro Rata - part-time)**  **PLEASE INSERT the most recent salary scales for the role and grade code.**  New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Working Week** | The standard working week applying to the post is to be confirmed at Job Offer stage.  **Please include the following paragraph for posts that traditionally worked 9-5, Monday to Friday. Do not include for nursing and other posts that are required to work shifts over a 7-day week.**  HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th, 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.  ***\* Public Servants not affected by this legislation:***  Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection for Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies.  Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.  For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/). |
| **Infection Control** | Have a working knowledge of 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. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).  Key responsibilities include:   * Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. * Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. * Consulting and communicating with staff and safety representatives on OSH matters. * Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. * Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2). * Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. * Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.   **Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS. |

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| **Social Care Worker**  **Contextual, Departmental and/or Role Specific Information** | |
| *Here you will find role specific information related to working in different contexts/ departments/ areas.*  *This information has been sourced from previously advertised Job Specifications where additional information was provided to candidates to describe the specifics of a particular role in relation to duties & responsibilities and/or professional knowledge requirements.*  *This information is intended as a guide to possibilities and is not in any way prescriptive / exhaustive. You may wish to consider using the examples below* ***if*** *they are relevant to the role for which you are recruiting.* | |
| **Context / Department / Area** | **Additional Duties & Responsibilities relevant to the role** |
| **Social Inclusion** | * Act as the HSE representative on the Homeless Action Teams in XXXX. * Care for and case manage clients referred from the Homeless Action Teams, Addiction Services and other Statutory or HSE funded services. * In-reach to the Homeless Hostel to assess long term homeless clients. Work with the client and service toward providing a Housing First model of care. * Outreach to rough sleepers and chaotic individuals on the margin of services * Support homeless services in the locality in the management of complex clients. * Be familiar with Harm Reduction Models. |
| **Outreach Worker** | * Proactively identify and engage with individuals who are sleeping rough. * Assess how the Service can assist rough sleepers and prioritise their support needs. * Complete screening / initial assessment, develop and implement support plans, and conduct regular key working appointments as appropriate to the client’s needs. * Attendance at the weekly Homeless Action Team meeting. * Assist people to complete or update their housing applications, as well as applications for HAP, provide assistance when seeking emergency accommodation, or to contact Landlords or Letting Agents. |
| **Autism Co-ordinator** | * Assess service user needs, determine appropriate interventions, set up appropriate progress monitoring plans, and assist with the development of positive behaviour support plans. * Provide coaching, mentorship and supervision in the implementation of interventions and recommendations to improve the service user’s quality of life, functioning and progress in the day service setting. * Act as an advocate for the person with ASD. * Deliver capacity building groups to service users with ASD in areas such as sensory regulation, social skills and independent living skills. * Assist with creating materials including but not limited to: curricular modification, social stories, and visual schedules. * Train and coach staff in the development of instructional strategies around executive functioning and social cognitive deficits consistent with a diagnosis of ASD. * Train and coach staff in appropriate use of visual supports and environmental modifications to meet the educational needs of students with ASD. * Provides crisis response and management for service users who are experiencing significant behavioural and emotional challenges. |

**\*\*\*\*\*\*\*Helpful Reminders\*\*\*\*\*\*\***

**1) Please remember to delete any prompts and / or tables (in dark blue) in the sections above**

**2) Ensure all fonts are now in black**

1. A template SSSS and guidelines are available on the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/>

   2 See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)