

Person Specification

Job title:	Home Carer
Job Family/ Grade/Level:	People Care and Support/Grade 3/PCS2
Summary of role:	Purpose: To provide personal and practical assistance to service users and provide customers and colleagues with full and accurate information about the user's situation. Reporting to the Home Care Co-ordinator, the main duties and responsibilities are: • Providing intimate personal care to vulnerable service users • Providing practical assistance to service users, including shopping, meal preparation and housework • Providing emotional support to service users • To undertake work in line with appropriate care plans • Advising Co-ordinator of important information in relation to service users' circumstances • Any other duties as appropriate to the post and in line with the needs of the business. This position is subject to membership of the Protection of Vulnerable Groups (PVG) Scheme. This position will also be subject to registration to the Social Services Council (SSSC). Note: - This is a summary of the role and may be altered to reflect the changing needs of the business.

Criteria	Essential	Desirable	Evidence
Education, qualifications & training	Your role requires you to have or to have the ability to undertake and attain a SVQ Level 2 qualification in Health and Social Care or equivalent, to meet the requirements or registration to the Scottish Social Services Council. Glasgow City Council will provide support and meet the cost for undertaking this qualification.	Full current UK driving licence.	Application Form Certificates
Skills	- Can carry out duties according to instruction and standard procedure - Ability to interact effectively and pass on up to date and accurate information in relation to service users where appropriate - Can deal with emergency situations and use initiative in dealing with service users' day to day and immediate requirements - Can deal effectively with challenging behaviour.	Ability to operate living adaptations e.g. bath lifts and wheelchairs.	Application Form References Interview Assessment
Knowledge	Practical experience of working with vulnerable people.	Knowledge of first aid and health and safety procedures	Application Form References

		• Experience of providing personal care • An awareness of the work of Care Services	Interview Assessment
Other	• Can demonstrate a high level of confidentiality at all times • Shows an enthusiastic and positive manner • Has an ability to work alone or as part of a team • Demonstrates a flexible approach to the needs of the business • Prioritises the needs of the customer.		Interview

Competencies		Evidence
Personal Effectiveness: Communicating (Level 1)	• You're a good listener. • You make sure that people have understood you, and they know to pass the message on to others. • You write clearly, when needed, and in a way that people can understand. • You sort out information appropriately, and write, or input, it correctly.	Application Form References Interview
Personal Effectiveness: Decision Making (Level 1)	• You find out what information you need, and then get it, to make the right decisions in the time you've got. • You base your decisions on what you understand and assume about the information you have. • You know when to refer to your manager.	Application Form References Interview
Providing Excellent Customer Service:	• You provide a professional, polite and high quality service. • You treat customers fairly and consistently. • You sort out enquiries and problems promptly.	Application Form References Interview

Customer Orientation (Level 1)	• You understand how customers feel, and show this in the way that you deal with them.	
Providing Excellent Customer Service: Forward Thinking (Level 1)	• You find out what other people need by asking questions that can't be answered with just a 'yes' or a 'no'. • You act on your own initiative and sort out difficult situations or problems, without having to be asked. • You like to hear about different ideas; you're keen to do well; and you 'go the extra mile' for people.	Application Form References Interview
Managing Change: Attitude (Level 1)	• You're happy to be told about new ideas and ways of working. • You're able to cope with change and handle situations that seem unclear.	Application Form References Interview
Delivering Results: Motivation (Level 1)	• You're keen to do things, and to do them well. • You work well, even when time is short or things are difficult. • You work steadily to meet your targets.	Application Form References Interview