

## **JOB PROFILE**

**Post Title: Social Care Worker - Practitioner**

**Service: Community Care Resources**

**Post No: Generic**

***This is a Career Graded role, with the Job Profile stating the top point of the grade. Individuals without the stated qualification can apply for this post, if they meet the criteria as defined in the accompanying "Social Care Worker Practitioner – Community Care Resources - Career Grade (I-I) document.***

Community Care Resources provides support to adults over the age of 16 years who have assessed needs. The majority of people who use our services (individuals) are older adults who require support to continue to live independently in their own homes, attend Day Support or require 24-hour care in a residential care setting.

Social Care Workers Practitioner are responsible for providing person centred care to individuals in their own home and within residential care centres to enable them to achieve their goals and identified priorities. The Social Care Worker Practitioner's role includes ensuring that individuals receive high standards of intimate personal care and social activities, other meaningful activity in accordance with their identified needs and wishes and helping to retain their level of independence and dignity. This includes rehabilitation and providing development opportunities in order to develop and meet the needs of individuals, whilst supporting them, as far as possible, to avoid danger and harm.

You will work as part of a team and be responsible for providing the highest quality of care. You will contribute by providing a personalised and responsive care service for individuals and their carers. You will support individuals in a variety of activities that are important to them. You will support individuals with varying abilities and complex needs, including behaviours that challenge; lifespan and spiritual events and complex health conditions.

You will be responsible for promoting the quality of life of each individual, whether residing in residential care, day support or within the individuals' own home. You will provide person-centred care in accordance with individual support plans, and contribute to maintaining a positive environment that promotes individuals' independence within their personal capabilities.

You will be committed to making a positive difference to the lives of the individuals we support and those who care for them. We recognise and value the carers and families of people we support as equal partners in care.

### **Core Responsibilities / Duties**

- To act as a mentor to support new staff and trainees in their development. To share and promote good practice and to provide quality assurance in relation to care provision

- To consistently act as shift lead in the absence of Supervisors or as required by the service;
- To develop an area of special interest relevant to your workplace e.g. dementia, continence or oral health champion;
- To regularly work as a Key Worker for individuals who use our services and support and mentor other Community Care Resources staff to develop competent key working skills;
- Demonstrate the principles that support the National Health and Social Care Standards which are central to all work undertaken with the people we support. These are; Dignity and Respect, Compassion, Be Included, Responsive Care and Support and Wellbeing;
- To provide person-centred care in accordance with individual support plans and the Health and Social Care Standards and Scottish Social Services Council's Codes of Practice;
- To support individuals who use our services in all aspects of their life i.e. personal, physical, social, spiritual and emotional care of individuals. This includes assisting with intimate personal care tasks and the physical assistance of individuals as required;
- To support and encourage individuals to express their views and wishes;
- To practice and facilitate risk enabling approaches within relevant policy and procedure
- To be responsive to behaviours that challenge and have the ability to deescalate
- To support individuals who use our services to engage in positive relationships, to encourage and promote social interactions within the home and in the community with family and friends and as citizens;
- To work flexibly to meet the needs of individuals across a 24 hour service (as appropriate) working shifts on a rota system, on day or night duties and do sleep-ins as/if required by the service.
- To assess individuals who use our services to ensure the service will be able to meet their identified needs;
- To actively maintain a positive environment that promotes individuals' independence and choice within their personal capabilities.
- To work closely with individuals who use our services and if appropriate their families or representatives to ensure they are as fully consulted and informed about their support.

- To deliver services in accordance with existing support plans, building relationships with others, supporting individuals who use our services. For example Personal Assistants and people from the Third and Voluntary sectors.
- To work in partnership with the multidisciplinary team to promote the health and wellbeing of individuals. It is expected that workers shall demonstrate, guide and advise others in the assessed care needs of individuals. This will require recording information on care records.
- To be proficient when using electronic systems for recording, reporting, training and communication as required by the service;
- To provide and maintain accurate records such as support plans, review reports and daily case records;
- To administer medication in line with relevant policy and procedures. Training will be completed before commencing this task.;
- To practice and actively promote good practice and excellent standards of infection control in line with professional standards;
- To undertake domestic duties and nutritional support as identified as per assessed need;
- To provide support with finances where required;
- To consistently communicate in a professional, courteous and respectful manner and adhere to strict confidentiality guidelines;
- To participate in regular supervision and work related meetings
- To obtain and meet SSSC registration requirements within appropriate timeframes, maintain registration and to adhere to the Social Services Council Code of Practice and the Council's Code of Practice.
- To take responsibility for your own learning and development and actively participate in learning opportunities and to meet and maintain your Continuous Professional Learning (CPL) requirements;
- To work positively supporting visits and inspections designed to monitor and/or improve service delivery;

From time to time, the Council may require you to undertake duties outside those specified or within another service area. In addition staff will be working co-operatively alongside services both internal and external to the Council.

**Allowances:** These will vary according to workplace; they may include stand-by, unsocial hours and sleep-ins, and will be detailed on the written statement of particulars of employment.

## **PERSON SPECIFICATION**

**Post Title: Social Care Worker Practitioner**

**Service: Community Care Resources**

**This person specification describes the values and attributes of a suitable candidate for the role. Through the recruitment & selection process we shall be looking for evidence that you understand, share and can demonstrate our values and possess the essential attributes.**

### **Shetland Islands Council Values**

In Shetland Islands Council, **Excellent service** is at the heart of everything we do. We provide **excellent service** by **taking personal responsibility** and **working well together**. We demonstrate this by;

1. Providing an excellent level of service, by making sure we understand, meet and meet the needs of service users.
2. Having a positive attitude and taking our responsibilities as employees of the council seriously. Working in an open and honest way, reflecting on our performance and looking for opportunities to improve and develop.
3. Demonstrating a positive attitude by being open-minded, fair, respectful, trustworthy and honest.

For more detailed information on the Council's values, please visit the Shetland Islands Council's website and search for 'Our Values'.

In addition to our Values, you must evidence that you can demonstrate the Scottish Social Services Council (SSSC) core values of;

- Respect,
- Collaboration,
- Participation & Dignity and Empowerment

If you'd like more information on the SSSC values or any other queries, please visit the SSSC website - [Link to SSSC](#)

### **SSSC Registration:**

| Part of SSSC Register                    | Social Care Workforce |                              |                         |
|------------------------------------------|-----------------------|------------------------------|-------------------------|
| Level                                    | Practitioner          |                              |                         |
| Service                                  | Type                  |                              |                         |
|                                          | Care at Home Service  | Care Home Service for Adults | Housing Support Service |
| Edward Thomason & Taing Support Services |                       | ✓                            |                         |
| Fernlea                                  | ✓                     | ✓                            |                         |
| Isleshavn                                | ✓                     | ✓                            |                         |
| Montfield Support                        |                       | ✓                            |                         |
| Nordalea                                 | ✓                     | ✓                            |                         |
| North Haven                              | ✓                     | ✓                            |                         |
| Overtonlea                               | ✓                     | ✓                            |                         |
| Support at Home Central (Annsbrae)       | ✓                     |                              |                         |
| Wastview                                 | ✓                     | ✓                            |                         |
| Annsbrae (Mental Health)                 | ✓                     |                              | ✓                       |

## Additional attributes of a Social Care Worker Practitioner – Community Care Resources;

|                                    | ESSENTIAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | DESIRABLE                                               |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| <u>Personal Features/Qualities</u> | <p>Demonstrates compassion, integrity and consideration for the dignity and rights of people</p> <p>Demonstrates a positive attitude, including towards social inclusion and equalities</p> <p>Empathy towards others</p> <p>Commitment to making a positive difference to others</p> <p>Honest and reliable/dependable</p> <p>Demonstrating the values of Equality, Diversity and Inclusion</p> <p>Embraces change: is able to be flexible and adapt to meet the changing requirements of the service</p> <p>Must deploy a constructive and creative approach to problem solving</p> <p>Demonstrates capacity to work under pressure</p> <p>Leadership qualities – keen to promote best practice among the team</p> <p>Willingly advocates on behalf of individuals rights and wishes</p> <p>Demonstrates real self-awareness and understands impact of own behaviour on outcome of situation</p> |                                                         |
| <u>Relevant Experience</u>         | Experience of providing physical, emotional, social care                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Experience of supporting people through loss and change |

and support in a variety of settings

Experience and ability to evidence implementation of the care standards – every person is treated with respect and dignity and human rights are upheld

Experience of dealing with challenging situations

Experience of working without direct supervision

Experience of taking shift lead

Experience of working with adults with support needs including mental health issues to develop a person centred plan with a future focus

Experience of supporting people through transitions

Experience of working as part of a team

Experience of positive risk enablement

Experience of helping the individual to improve and maintain their skills / knowledge and/or independence

Experience of working as a Key Worker including producing support plans and undertaking risk assessments

Experience of successfully planning, structuring and delivering meaningful activities for adults

Education (see Career Grade document for further details)

SVQ3 / SCQF Level 7 or equivalent in a relevant qualification to obtain SSSC registration without a condition relating to qualifications

Commitment to continuing professional development (CPD) for self and others, promoting best practice.

To obtain and meet SSSC registration requirements within appropriate timeframes and

Skills, Abilities and Knowledge

maintain registration throughout employment

An ability to adapt flexibly to different working locations and across services internally and an ability to work alongside services external to the Shetland Islands Council

Knowledge of the values and principles of Self Directed Support

Ability to evidence a high level of resilience, including professional situations which challenge

Knowledge of positive behaviour support framework for people with behaviours that challenge

Excellent interpersonal and communication skills

Knowledge of low arousal approaches

Fluent spoken and written English

Ability to maintain up to date / accurate records

Physically fit to undertake all the duties of the post

Understanding of & ability to maintain confidentiality

Knowledge Health and Social Care Standards, SSSC Codes of Practice, and relevant policies and procedures

Knowledge of issues affecting people who access support and knowledge of positive initiatives to reduce inequalities

Good observational skills

Knowledge of roles of professionals and key others

Proficient ICT skills

Ability to reflect on own practice, and observations and use those to make positive changes

Ability to support and encourage team members e.g. with the implementation of required changes in service provisions

Ability to support and mentor new staff and trainees and provide quality assurance in relation to the quality of care provided

Excellent organisation skills and planning skills

Knowledge and experience of alternative and augmentative communication systems

Ability to collaboratively work with other professionals and others

Demonstration of ability to actively lead the team on a particular area of responsibility

Ability to travel throughout service area where public transport may be limited\*

**\*Travel at Work;**

**Social Care Worker Practitioners shall provide care in a variety of settings including within the community. Therefore the worker will, in the majority of cases, be required to travel to undertake their duties. An ability to drive with a full driving licence is therefore highly desirable and may be essential depending on the demands of the service. The travel requirements of each post will be made clear through the recruitment & selection process.**

|                                       |                           |
|---------------------------------------|---------------------------|
| Allowances:                           | Distant Islands Allowance |
| Evaluated Grade:                      | Career Graded I-I         |
| Date of Evaluation:                   | 02/03/2023                |
| PVG Membership:                       | Adults                    |
| Disclosure Check:                     | -                         |
| Pre-employment Medical Questionnaire: | -                         |
| Date of Last Amendment:               | 03/09/2024                |