MOBILE ATTENDANT

ROLE PROFILE

Incorporates

Section 1 **Post Descriptor**

Section 2 **Person Specification**

SECTION 1: POST DESCRIPTOR

1. POST DETAILS

Post Title: Mobile Attendant

Service Area: Community Health & Care	**Section:** Care at Home Services
Reports to: TeleCare Coordinator	**Grade:** 4
Position Number: SW2793	**Gauge Reference:**

2. ROLE PURPOSE

To respond promptly to emergency calls and calls for assistance, as directed by Home Care Staff and the Community Alarm Control Centre. Visiting clients as directed and taking appropriate action, including the instillation and maintenance of alarm equipment. Working both on an individual basis and as a member of a team.

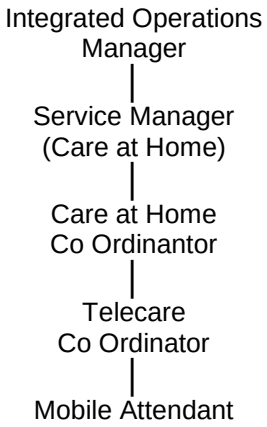
3. DIMENSIONS and SCOPE OF ROLE
(including budgetary and staffing responsibilities)

Budget: None

Staffing Direct: None

Staffing Indirect: Trainees

4. ORGANISATIONAL CHART
(shows levels directly above and below this post and includes grades of posts)



5. ROLE OF SERVICE AREA/SECTION

To provide support to clients of all ages and ethnic groups, assisting them to live as independently as possible in a homely setting whilst respecting their right to dignity, privacy, choice, safety, realising potential, equality and diversity

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- To provide immediate physical assistance to render clients free from danger and ensuring their safety and comfort.
- To take emergency action where necessary.
- To report accurately to Home Care and Control Centre staff circumstances which require the emergency services such as ambulance, police, doctor, other Social Work and Housing department staff and/or other agencies.
- To contact neighbours and named contacts as appropriate.
- To contribute to the individual client's care plan and review(s).
- To monitor and record information on a daily basis consistent with the National Care Standards at Home and Departmental records.
- To gain and update specialist training where a requirement has been identified and to meet legislative requirements.
- To inform the Home Help Organiser of any significant changes or concerns in relation to the client and/or carer.
- To liaise with all relevant parties.
- To comply with all associated H & S requirements
- Assist with personal care and practical tasks (e.g. changing incontinence pads)
- Assist with toilet regime, continence and changing of soiled clothing.
- Assist with personal hygiene and maintaining appearance, including dressing/undressing and bathing/showering.
- Undertake routine support visits as directed.
- Install and remove alarm and telecare equipment owned by the Authority.
- Test equipment and carry out basic maintenance and attempt to remedy basic faults.
- Assist and instruct clients in use of equipment.
- Complete reports on visits and incidents as directed.
- Provide support to carers and families.
- Driving and being responsible for allocated vehicles and equipment – routine maintenance checks, radio equipment checks, transportation of goods, equipment and personnel, assisting in the loading and unloading of vehicles, completion of associated vehicle records.
- Any other duties required.

7. PROBLEM SOLVING

Ability to prioritise, use initiative, work methodically and have a basic technical understanding.

8. PLANNING

To have individual responsibility, in accordance with departmental policies and procedures, for the practical and personal care needs of clients.

9. ASSIGNMENT AND REVIEW OF WORK

To undertake training and qualifications where a requirement has been identified and to meet relevant legislation.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:

- To undertake designated tasks as directed by the Telecare Co-ordinator
- To communicate effectively at all levels and be client focussed

External communications and working relationships:

To communicate effectively at all levels, liaise and collaborate with other partnership agencies and staff, who may have a shared interest in the care of clients.

11. DECISION MAKING

To undertake designated tasks as directed by the Telecare Co-ordinator

12. MOST CHALLENGING PART OF THE ROLE

To provide emergency support to a wide range of clients by undertaking a variety of tasks, working individually and as part of a team. Maintaining the council's community alarm service and helping to support clients to live independently.

13. GENERAL

Disclosure/PVG membership: PVG Adults

Politically Restricted Post: No

General:
The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

14. WDC TRAINING

West Dunbartonshire Council – Operates Skills Passports for all employees, which details the training available and timescales for undertaking courses. Skills passports are available via the Council's Intranet Organisational Development & Change

- Skills Passport A – New Entrant Employee Passport

Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;
Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

- Skills Passport B – WDC Employee Passport

Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

- HSCP Care at Home Induction
- Moving and Assistance
- TEC Equipment Training

Post Descriptor Prepared by: Care at Home Co-ordinator **Date:** June 2020

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
SVQ Level 2 in Social Care or an equivalent qualification at SCQF level 5 or above.	
Registered with the,Scottish Social Services Council (SSSC) or achieve registration within 6 months of your start date.	
Training	
	Any relevant training ie Food Hygiene or Moving and Assistance
Experience	
Experience of providing personal care to elderly clients	Experience of working in a caring environment e.g. care home, home care services.
Experience of working with clients with a wide range of complex needs	Working knowledge of community alarm and telecare equipment.
Ability to create and maintain relevant clear concise documentation.	
Experience of using Microsoft word, Outlook and Excel	
Ability to communicate with other agencies	
Knowledge and Skill	
Ability to provide direct personal/household care in accordance with a clients assessed needs, care plan, and goals	Have an awareness of basic health and safety requirements and the ability to promote safe working practices
Ability to work as part of a team and communicate effectively at all levels	
Able to use initiative and work with minimal supervision	
Disposition	
Ability to approach and deal with clients in a caring positive manner	
Ability to work in a way which is non-discriminatory and respect clients rights and choices	
To be reliable and trustworthy	
To work a fixed rota pattern that does include evening and weekends	