

## ROLE PROFILE: CARE AT HOME ASSISTANT

**Grade:** 5

**Date Created:** March 20 2023

### ROLE DEFINITION

To provide Care at Home supports to individuals to enable them to live as independently as possible in the community in line with the principles and outcomes of the Health and Social Care Standards and the Scottish Social Services Codes of practice, as detailed within their care plan and/or instructed by the service.

### KEY TASKS AND RESPONSIBILITIES

#### Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

#### Role Specific Tasks & Responsibilities

- Encourage individuals to remain independent by using rehabilitation and reablement plans and supporting individuals to meet their goals and outcomes.
- Assistance with personal care and practical assistance, including bathing, continence care, dressing, personal hygiene, shaving, hand/fingernail care and oral care.
- Assistance with maintaining hygiene standards within the home.
- Understanding the dietary requirements of individuals. Supporting with meal preparation/feeding as required and promoting health and wellbeing in accordance with good standards of nutrition, hydration, and food hygiene.
- Assistance with extended personal care tasks when required, as part of an individual's support plan, namely:
  - Medication and oxygen care, including ordering, collecting, prompting and administration in line with medication policy and procedures.
  - Continence, urinary and stoma care.
  - Gastrostomy (PEG) feeding care.
  - Monitoring and maintaining skin integrity, reporting changes and concerns.
  - Encouraging physical activity and supporting mobility, including the use of mobility aids and moving and handling techniques.
- Contribute to risk assessed and planned financial support as part of the individual's care plan, in line with service specific procedures for record keeping.
- Undertake shopping support as required where part of an individual's support plan.

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- Assisting and supporting individuals to make their needs and wishes understood using their preferred method of communication, including supporting the use of communication aids and adaptations.
- Monitoring the health and wellbeing of service users, recording visits and incidents in the personal record of care or other appropriate documentation, updating personal information and reporting to other professionals/services as required.
- Monitoring health and safety issues within Service User's homes reporting any concerns as required.
- Responding to emergency situations, using initiative to identify and take appropriate action, in line with service training, policies and procedures.
- Keeping the appropriate Line Manager informed about the individual's progress and advising of any changes in circumstances or needs.
- Working effectively with others including:
  - Working closely to liaise with health colleagues and other professionals to ensure the best outcomes for individuals.
  - Liaising with other individuals, services on the service user's behalf and in accordance with their wishes.
  - Participate in frontline staffing events, team meetings, supervisions and one to one session as and when required.
  - Providing support for carers.
- Adhere to North Ayrshire Health and Social Care Partnership's Adult Support & Protection procedures to support and protect individuals who may be at risk of harm.
- Use of information systems including electronic monitoring systems and communication systems in accordance with associated procedures.
- Follow infection control policies, procedures, and risk assessments.
- Complete SSSC registration within the required timescale and undertake a programme of continuous professional development and training to ensure the achievement and maintenance of your SSSC registration.
- Undertake training specific to the Care at Home Assistant role and any additional specialised training as required.
- Community Alarm and Telecare/Telehealth specific functions:
  - Respond to calls from the Call Monitoring and Alarm Receiving Centre, or as per service instruction, as directed and taking appropriate action in line with service procedures.
  - Install and test Community Alarms/Telecare equipment as directed.
  - Undertake routine visits to test and renew Community Alarm/Telecare equipment and ensuring personal details are up to date.
  - Assist and advise service users in operation of Community Alarm/Telecare equipment.

## ESSENTIAL/DESIRABLE CRITERIA

	Essential	Desirable	Evidence
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>SVQ 2 in Social Services and Healthcare or equivalent qualification recognised by SSSC OR equivalent experience with the ability to achieve the recognised qualification</li> </ul>	Not applicable	<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Providing care to individuals within a community setting</li> </ul>	<ul style="list-style-type: none"> <li>Working with people in a Health and Social care setting</li> <li>Providing personal care supports</li> <li>Supporting people with long term conditions, including dementia</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>References</li> <li>Interview</li> </ul>
<b>Specialist Knowledge</b>	<ul style="list-style-type: none"> <li>Understanding of the needs of people in the community including older people, people with physical disabilities and/or learning disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Reablement and rehabilitation</li> <li>Understanding of Health and Social Care standards</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> <li>Pre/Post-Interview Check (if appropriate)</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Written and verbal communication skills</li> <li>Ability to work on own initiative and as part of a team</li> <li>Provide all practical supports and assistance in people's own homes</li> </ul>	<ul style="list-style-type: none"> <li>Support individuals in the community to maximise independence and achieve person centred goals / outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>References</li> <li>Interview</li> </ul>

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	Essential	Desirable	Evidence
<b>Other</b>	<ul style="list-style-type: none"> <li>Required to undertake Moving and Handling training</li> <li>Required to join the PVG Scheme for this type of regulated work</li> <li>Required or in the process of registering with the SSSC</li> <li>Work on a flexible shift pattern including 4-on, 4-off over 7 days at various times</li> </ul> <p><b>Community Alarm Roles Only:</b></p> <ul style="list-style-type: none"> <li>UK Driving Licence</li> </ul>		<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> <li>Pre/Post Interview Check (if appropriate)</li> </ul>

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

## OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
<p><b>Focus:</b></p> <p>We put our customers first</p> <p>We understand the bigger picture</p>	<ul style="list-style-type: none"> <li>Provide excellent customer services</li> <li>Meet and, where possible, exceed the expectations of internal and external customers</li> <li>Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these</li> <li>Know how the work we do fits into the overall performance of the Council</li> </ul>
<p><b>Passion:</b></p> <p>We take pride in the jobs we do</p> <p>We are ambitious for our community</p>	<ul style="list-style-type: none"> <li>Take ownership of our own actions and performance</li> <li>Reflect on the work we do and consider how it could be improved</li> </ul>

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Value	Behaviours
	<ul style="list-style-type: none"><li>• Have a positive impact on the lives of our customers and their communities</li><li>• Push the boundaries to help our customers and communities realise their potential</li></ul>
<p><b>Inspiration:</b> We all look for better ways to deliver our services We achieve the best results by working together</p>	<ul style="list-style-type: none"><li>• Find new ways to deliver improvements, efficiencies and value for money</li><li>• Embrace change with enthusiasm and creative ideas</li><li>• Work together and creatively produce the best outcomes for our customers and communities</li><li>• Plan all activities with the end goal in mind</li></ul>