



Brighton & Hove

JOB DESCRIPTION

JOB TITLE:	CARE OFFICER (HIGHER)
GRADE:	Sc4 (2984)
REPORTS TO:	Senior Care Officer
DEPARTMENT:	Adult Social Care
SECTION:	Provider Services
SETTINGS:	Residential Day, Residential Night, Day Services

1. PURPOSE OF JOB

To provide comprehensive, personalised care to service users using a re-abling approach with the aim of maximizing independence and well being for individuals.

2. PRINCIPAL ACCOUNTABILITIES

Person Centred Care

- To provide practical/personal support to vulnerable people who may have complex needs (e.g. people at risk of neglect, challenging behaviour, mental health needs and dementia) which respects their dignity and maximises their independence.
- To support service users with their personal and emotional care needs. Such tasks may include dressing, washing, bathing, toileting and assistance with food.
- To ensure that the experience of service users receiving support is dignified, respectful, provides choice, empowers individuals and maintains self worth.
- To support service users with administration of medication as prescribed following local policies and procedures and in accordance with the support plan and to ensure all actions are accurately recorded at all times.
- To act as a key worker with service users to develop and implement support plans with other multidisciplinary professionals involved in their care e.g. Care Managers/Social Workers, Occupational Therapists, Physiotherapists and Nursing staff. This will include using re-abling techniques in activities such as washing, dressing, mobility, household skills, exercise programmes, and confidence building. *Residential Care Officers working at*

night have fewer opportunities to fulfil the role of a key worker as many of the support plan activities relate to daily living skills completed during the day time; and liaison with other professionals is also more difficult as they are not working during the night.

- To greet service users and undertake preparation for their admission and discharge from the service. This includes the completion of pre-admission visits, assessments and associated paperwork.
- To complete and maintain records in relation to the care of the service user and to contribute to on-going assessment, through recording progress and changes e.g. support planning documentation, medication records and other related activities of daily living in accordance with Care Quality Commission requirements. NB: Day Services are not subject to CQC requirements but Care Officers will need to ensure that the requirements of the Personalisation Agenda are met.
- To provide opportunities for service users to follow their cultural, recreational, spiritual and life style choices and to plan and run enjoyable programmes of activities for them in order to ensure that they have a chance to interact with family and friends and others in a stimulating environment.
Residential Care Officers working at night have fewer practical opportunities to achieve this as most service users wish to rest or sleep during the majority of their shift.
- To respond to complaints appropriately or escalate complaint to line manager if outside scope of responsibility in order that service users needs are met. NB: If transport is late picking up service users or food is late being served, Care Officers will explain why this is the case and apologise. However, other more serious complaints, e.g. the service user is still not satisfied with the initial response given to a complaint, a complaint is made that a member of staff has been rude, or money has gone missing, will be escalated to line manager.
- To promote equality for all, including the maintenance of confidentiality, supporting individual customs, values and spiritual beliefs and ensuring that anti discriminatory practices are demonstrated.
- To escort people as appropriate to community based activities and appointments. *These community visits are unlikely to occur at night, so Residential Care Officers working at night not involved in escorting; and it would not practical for them to do so due to the lower staffing ratios at night. However, this is a core task for Day Centre Care Officers, who escort most days, bringing members to and from centres, and to other activities in the city...*
- To contribute to the development of a quality service that meets the requirements of Regulators (Care Quality Commission) and provides value for money. NB: Day Services are not subject to CQC requirements but Care Officers will need to ensure that the requirements of the Personalisation Agenda are met.

Day Centre Care Officers only:

- To create, organise and run a range of enjoyable, stimulating activities with Day Centre members, and to evaluate and review those sessions
- To link with other partners providing Day Options to create a wider range opportunities for members to access activities across the city.

Communication

- To provide accurate written and verbal feedback regarding people's progress and any changes or concerns regarding a person's condition.
- To communicate effectively with colleagues and other professionals regarding all aspects of service user's care including contributing in meetings/reviews/handovers to ensure information is effectively shared.
- To provide accurate written documentation in accordance with local policies and procedures. The majority of initial paperwork would be carried out during the day.
- To maintain electronic records and use relevant IT systems as required.
- To contribute to review and implementation of Service Improvement Plan in line with CQC guidance for improved service delivery.
- To actively seek feedback from service users, their carers on the quality of service provision and to take part in formal consultation and feedback events.
- To contribute to open dialogue with managers in order to support the development of a high quality of service.

Team Working

- To actively participate as a member of the team.
- To actively participate and contribute to team and other meetings.

General Duties

- To work as part of the team by providing support with housekeeping tasks, food preparation, serving of meals, administrative and escort duties. *There are differences in the number of these tasks carried out at different times of the day. Most of the meals would be served during the hours 8am to 8pm, and it would be unlikely that escort duties would happen during the night. However, there are other housekeeping duties such as laundry that can more practically be done during the night. Individual service users may also require a snack or small meal to be prepared during the night.*

- To sign post service users to community resources and other agencies as required. *This is predominantly a day activity as most other agencies and community resources are contactable only during office hours (9-5).*
- To assist with cover in other care settings across Provider Services in Adult Social Care.
- To liaise with other teams to promote independence and choice for service users and to help them to access a range of community based resources.

Decision Making

- In the course of their normal duties care officers take a range of decisions requiring judgement and knowledge drawn from experience and from policies and procedures. For example:
 - Decision to give PRN medication (when criteria requires judgement of behavioural changes);
 - Service user declines care when offered (offer again later, or report.);
 - Adaptation of care to respond to changing needs of a person.

Acting Duty Officer (5-10% of time Residential Days, 25% Residential Nights, 3-5% Day Centre)

- During non-core shifts, or for parts of shifts, a care officer may take on some of the responsibilities and decision making normally covered by the Duty Officer (SCO). Decisions may require an assessment of the situation, and have a number of options. Examples include:
 - covering an absence: book a cover worker, or re-organise work of remaining team; *less likely during a night shift due to the practicalities of contacting people;*
 - decision on an admission which cannot be deferred; *This is less likely to happen during a night shift. However, if a decision is needed, the situation is likely to be more urgent and the information received less complete, and there will be less support available to help inform the decision.*
 - decision on action in the event of sudden illness – call GP or ambulance; send staff member home;
 - immediate response to a injury of a service user or staff member;
 - Initial response to a complex complaint (then pass to manager);
 - decision to report an incident up the management line;
 - immediate response to a major incident – e.g. fire or gas leak
 - *Residential Care Officers working at night may be required to deal with incidents such as an alarm system malfunction, heating and/or maintenance problems, emergency admissions etc, that would usually be referred to a line manager during the day.*

Health & Safety

- Attend statutory Fire Safety updates and maintain accurate knowledge of evacuation fire policy and procedures
- To ensure any possible areas of risk are identified in line with policies and ensure any concerns are reported to the appropriate member of staff, and appropriate immediate and follow-up actions are taken.
- To have a basic understanding and awareness of Safeguarding and report any concerns in accordance with local procedures
- To complete health and safety documentation, e.g. incident forms in accordance with policies and procedures

Training & Development

- To attend mandatory training and refresher courses as required
- To develop own knowledge and skills through attending regular supervisions and training sessions as identified through Personal Development Plans

General

- To undertake shifts to support the appropriate cover for the service at all times.
- Any other duties in line with the grade and scope of the post as appropriate
- The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.
- Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.
- You will be consulted about any proposed changes.

Apportionment of time for different Care Officer (Higher) job roles

	Residential (day) %	Residential (night) %	Day Services %
Person Centred Care	52	75	60
Communication	20	5	15

General Duties	10	2	10
Decision Making	5	5	5
Acting Duty Officer	8	8	5
Health and Safety	2	2	2
Training & Development	3	3	3

Progression to Care Officer (Higher)

Please note that progression from a Care Officer (Lower) to a Care Officer (Higher) post is not automatic. Potential progression is dependant on the need the service has for work at that level to be undertaken and/or where a Care Officer (Higher) position becomes vacant. In either case appointment from a Care Officer (Lower) post to a Care Officer (Higher) post is not automatic and is dependant on the Care Officer (Lower) applicants demonstrating that they can fulfil the requirements of the Care Officer (Higher) job remit, specifically:

- The ability to demonstrate competency to undertake the higher level principal accountabilities.
- To be assessed and able to demonstrate the appropriate level of knowledge, skills and experience to undertake the responsibilities at the higher level.
- To be performing at a satisfactory/competent standard at existing grade.

This job description sets out the duties of the post at the present time but please note that the council reserves the right to update your job description from time to time to reflect changes in or to your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and in addition as a term of your employment, you may be required to undertake various other duties as may be reasonably required.

SIGNED:.....**DATE:**.....

NAME OF JOBHOLDER:.....

This job description sets out the duties of the post at the present time.

PERSON SPECIFICATION

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ESSENTIAL CRITERIA

Job Related Knowledge, Experience & Qualifications

Ability to demonstrate a commitment to personal development through training and work toward at least NVQ 2 level.

Awareness of people's holistic health and social care needs. A demonstrable understanding, knowledge or experience of the skills needed to care for a diverse range of people who require support to enable them to maximise their independence.

Some awareness of the current trends in social care (For example, the Personalisation agenda.)

Skills/Abilities

Excellent oral communication skills.

Good literacy and numeracy skills.

Ability to use initiative and have an empathetic approach.

Ability to work flexibly according to people's needs.

Willingness to develop the basic ICT skills needed to use information systems within services.

Ability to work as a member of a multi-disciplinary team.

Ability to work unsupervised.

Ability to work on a professional basis.

Ability to adapt to change.

Equalities

To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.

Other Requirements

Ability to work flexibly, including participating in rota system covering 7 day a week working pattern.

Night workers generally do a 12 hour shift typically 8pm to

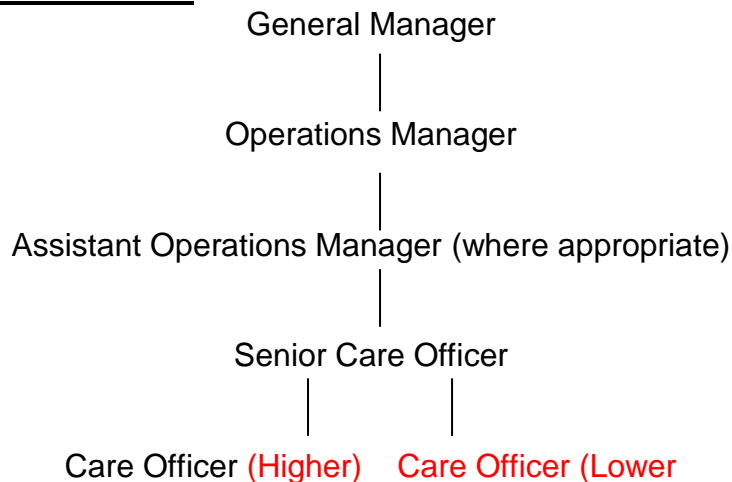
8am



Brighton & Hove

Additional Information

1. ORGANISATION CHART



2. HARDEST PART OF THE JOB

- Supporting people with their personal needs, providing intimate care whilst respecting their dignity and maximising their independence.
- Working as part of a multi-disciplinary team within a short-term, high turnover service.
- Working with a diverse range of people with complex health and social care needs.
- Supporting people who require considerable physical assistance with manual movement during daily living tasks (e.g. hoisting in and out of bed, managing their continence, bathing, dressing, eating, and mobilising in wheelchairs).
- Other related physical tasks include laundering clothes and cleaning (e.g. following an incident of incontinence or illness); and food preparation.
- Working with people in challenging situations where they may display verbal, physically aggressive behavior.
- Ensuring that verbal and written communication is effective between members of a large multi-professional team.

- Ensure that care is always provided in a person-centered way.
- Supporting people with frequently changing, multi-drug prescriptions by ensuring they get the correct medicines at the right time.
- *Residential Night Care Officers work in a much smaller team so individually bear a broader range of responsibilities than day staff, including for any building issues. There is also less immediate access to managerial support, or to other support infrastructure that is available during the day.*

3. **DIMENSIONS**

- Residential Centres operate 24 hours per day 365 days a year.
- Mixed pattern of shift work, including weekends and bank holidays.
- Residential Earlys shifts start from 7:30am; Lates finish up to 9:30pm; Shifts are typically 7-8hrs.
- *Residential night shifts are 12hrs - 8pm to 8 am. Night workers have to remain active and alert during the entire shift.*
- *Day Centre shift pattern is 8-5pm, 7 days a week.*
- There are 3 groups of Care Officers: Care Officers who work during the day in residential establishments/ Night Care Officers who work nights in residential establishments/ Care Officers who work in day centres
- 3-4 pre-admission Home Assessment visits per week in residential care
- Admission or transfer between 1- 3 service users per shift, including the completion of associated paperwork. *Planned admissions or transfers are not scheduled for night shifts.*
- Key worker for up to 5 service users (15 for Day Services).

4. **SCOPE FOR IMPACT**

Both the Care Officer (Higher) and Care Officer (Lower) roles work under the Senior Care Officer to provide front-line support to people using the residential and day centres. Without these roles centres would not be able to function:

- Without admissions to the centres' Intermediate and Transitional care beds, acute hospital discharges would be delayed.
- There would be an increase in unnecessary hospital admissions, as supported beds would not be available at short notice.
- Individuals would not be able to gain greater independence from Re-ablement, and their on-going care needs and care costs would not be minimised
- Respite would not be available leading to an earlier need for long-term residential care
- There would be less capability to respond immediately to crisis situations in the community – safeguarding alerts.
- Without day centres there would be less early identification and prevention, for example, in relation to medication problems, potential abuse, falls risk, carers respite, support for depression, and reduced social isolation.

5. **JOB CONTEXT**

In line with central Government policy and the Putting People First Concordat, Adult Social Care services are being re-focused to provide more personalised, person centred support with a strong emphasis on re-ablement. The overall aim is to maximise people's independence and improve the quality of people's lives.

Residential services now mostly provide short-term placements – for example, for a person who has had an accident or an illness requiring a hospital admission – after which the service can intensively work with them to maximise their level of independence before deciding with them how to support their long-term needs. Intermediate and transitional beds in the centres provide an early step-down from hospital settings, and allow a focused period of physical / emotional reablement (supported by the Care Officers and other professionals) to learn or re-learn daily living skills and rebuild confidence that may have been lost.

As a result of the short-term nature and high demand for these services (and the respite programme), there is a high turn-over of residents in many of the centres - on average 7/8 admissions or transfers per week per centre. **Higher level Care Officers will undertake** significant amount of work for Care officers associated with preparing for the admissions and greeting new people on arrival, and also making the preparations for people moving on. **All Care Officers will be involved in** pre-admission visits, admission paperwork, preparing the room, welcoming, settling and getting to know the new resident, completing risk assessments, setting up the care plans, receiving custody of medicines and setting up medication administration arrangements, as well providing care. Staff need to communicate effectively with each other so that they are fully up to date on all the service users they are working with, and also share new information. This is particularly important due to the rapidly fluctuating needs of the service users.

Following the focused intervention during their residential stay, service users with a higher level of need may move to long-term residential care or nursing care, although with lower care needs and better quality of life than would otherwise have been the case; others return home. Those returning home may also receive a further period of intensive re-ablement support from the Independence at Home (Homecare) Service to continue to develop the skills and confidence to live at home.

Day Services provide a vital supporting role by creating opportunities for social interaction and stimulation for the people away from their normal home. They also provide opportunities for carers to work, or to have a break from caring responsibilities. **Care Officers (Higher) work effectively in a re-abling way and are able to continue to promote independence; as well as to guide and encourage people to think about how their support needs might be met more imaginatively to enrich their lives outside the day centres. Care Officers (Lower) will be developed to work in this way over time but it is not an immediate requirement of the post holder to be able to do so or to understand the new care agenda (Personalisation etc) .**

In the everyday care of service users post holders are required to move service users, bend, stretch and carry heavy objects, with the assistance of trolleys and hoists as appropriate. They will come into contact with bodily fluids when supporting service users and need to maintain infection control and respect the dignity of every service users at all times.

For Job Evaluation purposes this Job Description, Person Specification and Additional Information questionnaire must be submitted to Human Resources along with the attached Job Evaluation Request Form.

APPROVAL:

We confirm that this Job Description, Person Specification and additional information conveys a full and accurate description of the job at this time

Signed:.....

Date:.....
(Line Manager)

Signed:.....

Date:.....
(Director)