Job Description

POST IDENTIFICATION

Post Title	Care and Support Officer				
Grade	4	**Job Evaluation ID:**	2900	**Date Evaluated/Reviewed**	10/10/2019

Service Area	Adult Services				
Service Team	Care and Support Provision				
Responsible to	Deputy or Assistant Manager				
Areas of Responsibility	Click here to enter text *(name of teams).*				
Number of staff responsible for	None	**Political Restricted Role** *(refer to special conditions section)*	No	**DBS Required**	Yes
Job Evaluation Proforma (to be completed by a manager only when creating a new job or amending an existing role)					

JOB PURPOSE

To provide care and support for individuals to ensure that their identified wellbeing outcomes are achieved.

To ensure that the role is performed consistent with Code of Professional Practice for Social Care, current legislation and within the policies, standards and procedures established by Newport City Council

KEY RESULT AREAS

1. To provide care and support for individuals that meet the outcomes identified in their Care and Support Plan and documentation that has been developed by the service with the needs of the person in mind.
2. To adhere to the Code of Professional Practice for Social Care.
3. Understand the concept of safeguarding and personal responsibilities to ensure vulnerable people are protected.
4. To fulfil the role consistent with current legislation and within the policies, standards and procedures of the service, ensuring the health and safety of individuals is maintained.
5. To assist with reviewing the care and support needs of individuals and with updating documentation. To undertake these reviews with a co-productive approach.
6. To update records and provide verbal and written reports as required that contribute to ensuring that the needs of individuals are met and that there is appropriate communication with people relevant to that individual e.g. family, colleagues and professionals.
7. To undertake other duties as may be defined by the manager

Personal Contribution

1. To take a person centred, co-productive approach to ensuring an individual's care and support needs are met.
2. Be committed to developing personal practice, to personal development and attend meetings as required.
3. Be familiar with and committed to the Code of Professional Practice of Social Care Professionals and the values promoted by Social Care Wales and Newport City Council.

Team Contribution

1. To support colleagues in the delivery of care and support for individuals
2. To be able to work flexibly according to the needs of the service, including with adequate notice working in other establishments if experience/training allows.

This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION		
	ESSENTIAL	**DESIRABLE**
Qualifications	For services that are registered with and regulated by CIW to be qualified with the following or equivalent: • City and Guilds level 2 Health and Social Care: Core, and Level 2 Diploma in Health and Social Care (Adults) Wales and Northern Ireland: • or City and guilds Level 2 Health and Social Care: Practice (Adults), • or Level 3 Diploma in Health and Social Care (Adults) Wales and Northern Ireland • or City and Guilds Level 3 Health and Social Care: Practice Adults) Or • Undertake and successfully complete All Wales Induction Framework within 6 months of employment and to become qualified for a regulated service within three years of employment If not registered at appointment, registration with Social Care Wales for Regulated services within eight weeks of employment	For services not registered by CIW have relevant qualification required by Social Care Wales for work with vulnerable adults • Registration with Social Care Wales for services not registered with CIW
Knowledge	• An understanding of issues faced by vulnerable adults • An understanding of what it means to keep vulnerable people safe and free from abuse or neglect	• Knowledge of Safeguarding legislation, Health & Safety requirements pertaining to supporting vulnerable adults • Understanding of the principals and practice of relevant legislation and policies • Understanding of Code of Professional Practice for social care • Understand and be able to implement policy and procedures of Newport City Council • Knowledge of moving and handling within the manual handling regulations
Experience	• Experience of providing care and support for individuals in a paid or unpaid capacity	• Experience of working with a variety of people e.g. elderly, those with mental health conditions, learning and physical disabilities • Experience of moving and handling within the manual handling regulations
Aptitude & Skills	• Be able to work as part of a team. • Be able to communicate effectively verbally and in writing, with colleagues, other agencies and individuals • Be able to respond appropriately in difficult and challenging situations.	• Be able to develop skills in working methods and to adapt to new situations • Be able to provide support in personal care in a confidential, sensitive and dignified manner •

	• Understand and respect the principles of confidentiality. • Self-motivated and enthusiastic.	

EXPECTED BEHAVIOURS & VALUES

Encourage and support others as part of a team. Give guidance and advice to others. Grow positive working relationships

Recognise and use best practice to solve problems. Take initiative to suggest improvements, sharing this constructively.

Communicate openly, being straightforward with people to generate trust and confidence.

Follow procedures and rules. Give feedback where these can be improved.

Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate.

Equal Opportunities

Equal Opportunities	Understand and demonstrate a willingness to promote positively the Strategic Equality Plan of Newport City Council

Welsh Language Requirements

The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this. All posts have to be assessed in respect of the Welsh Language requirements and will either be Welsh Essential or Welsh Desirable.

Welsh requirements for this post (see Welsh Language Skills Assessment for skill levels)

Welsh Language Skills		Desirable			
Listening / Speaking Skills	3	Writing Skills	3	Reading / Understanding Skills	3

Special Conditions

Disclosure & Barring Service Disclosures	This post will result in you having substantial contact with children, the elderly, sick or disabled. The Authority, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those which would normally be regarded as spent. You must complete the relevant section on the application form – your application will be returned if this section is incomplete. If successful in your application you will subject to a Disclosure and Barring Service Disclosure. Further information about Disclosure and Barring Service Disclosures and the Council's approach to recruiting ex-offenders should follow the application form, if not contact the person named in the advertisement
Politically Restricted	Not Applicable
Other (including physical demands and working conditions)	Manual Handling – people and object handling

Training

Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional Development.

To find out more about working for Newport City Council, visit www.newport.gov.uk or click here