



South Eastern Health
and Social Care Trust

DOMICILIARY CARE WORKER (BAND 3)



Working together



Excellence



Openness & Honesty



Compassion

JOB DESCRIPTION

JOB TITLE:	Domiciliary Care Worker
BAND:	3
DIRECTORATE:	Primary Care and Older People
INITIAL LOCATION:	Trustwide
REPORTS TO:	Area Manager
ACCOUNTABLE TO:	Director of Primary Care, Older People / Executive Director of Nursing

JOB SUMMARY

The Domiciliary Care Worker will work as part of a wider team within Older People's services to provide care and support to Service Users within their own home. The Domiciliary Care Worker will have specific responsibilities for Service Users with a wide range of needs, including End of Life Care, Dementia, Physical Disabilities, Learning Difficulties and Mental Health issues. Care and support will be provided and duties discharged in line with an agreed person centred care plan and will reflect the assessed need of the service user, ensuring adherence to Health & Safety Standards, Policies and Procedures within the Trust and Northern Ireland Social Care Council Standards of Conduct and Practice.

Working Pattern /Hours - Working on a rotating shift pattern, including evenings, weekends and bank holidays, available between the hours of 7:30am and 10:30pm.

The post holder must be flexible and available to work across a range of day, evening and weekend shift patterns on a rotational basis to meet the needs of the service.



KEY DUTIES / RESPONSIBILITIES

- 1 To adhere to the NISCC Standards of Conduct and Practice for service provision as directed by the service area.
- 2 To interact with Service Users, carers, relatives, work colleagues and others with whom they come into contact with during the performance of their duties in line with Trust values and behaviours. This includes the ability to work as a team member to provide care in an unsupervised setting within the Service Users own home.
- 3 Assisting and encouraging the promotion of independence, enhancing the physical health and wellbeing of Service Users in their care in accordance with professional guidance from Social Work, Nursing, Occupational Therapist and Physiotherapist.
- 4 To undertake duties as directed by the Management Team and the Service Users Multi-Disciplinary care plan, which includes assistance with activities of daily living and general care:
 - Bathing/showering / Personal care
 - Dressing/undressing
 - Toileting including emptying of catheter bags and changing of stoma bags
 - Preparation of meals
 - Feeding and drinking
 - Application of creams / observation of dressings
 - Manual handling transfers
 - Undertake household and domestic duties
 - Continent care
 - Assist with walking
 - Medication management
- 5 To support and enable Service Users with regard to their prescribed medication in accordance with the Trust Medication Policy for Domiciliary Care, NISCC Standards of Conduct and RQIA regulations.
- 6 To support and enable Service Users with oxygen therapy e.g. assistance with nasal cannula and face masks as directed by the service user care plan.
- 7 Ensure the timely reporting of any changes in a Service User's circumstances or condition to the Area Manager including physical, social, emotional concerns and report untoward incidents; accidents in accordance with Trust policies and procedures.



- 8 To report to the Area Manager any concerns regarding potential harm of Service Users, in accordance with Regional Adult Safeguarding Policy and Procedures and Trust Safeguarding reporting arrangements.
- 9 To maintain current and accurate records in accordance with Trust Policies & Procedures.
- 10 Input onto IT systems to maintain and update Service User records including use of IT devices to enable communication across teams and with connecting services.
- 11 To encourage and support families and carers to enable them to resume their role as carer and promote confidence.
- 12 To participate in case discussions and communicate with others; colleagues, teams, professionals and connecting services when requested, for sharing relevant information about the care provided, in order to inform care planning for Service Users and plan service delivery.
- 13 Ensure the safe use of equipment, including hoists, beds and aids, as provided by professional teaching and training. Adhere to Trust health and safety regulations including reporting procedures for faults.
- 14 To participate in identified training as per the needs of the service and to maintain standards for the caring role as required; NISCC, Trust Policy and procedures, RQIA.
- 15 Dispose of clinical waste in line with Trusts Policy and Procedures.
- 16 Adhere to Trust Infection Control Policy and Procedures to protect both the Service User, self and others, including the use of Personal Protective Equipment e.g. gloves, aprons, masks and hand sanitiser.
- 17 To adhere to Trust's Policy on Confidentiality.
- 18 To maintain written records as required in line with Data Protection Legislation and Trust Information Governance procedures.
- 19 Participate in formal supervision, KSF appraisals and training to promote career development and engage in Team Meetings as required for the role.
- 20 Support new staff as part of induction by facilitating shadowing, leading by example and providing guidance and support.



- 21 To adhere to all Trust's policies and procedures in relation to social care provision to adults.
- 22 Contribute to a safe environment within the Risk Management and Clinical Governance strategy.

GENERAL MANAGEMENT RESPONSIBILITIES

- 1 The post holder will promote and support effective team working, fostering a culture of openness and transparency. The post holder will ensure that they take all concerns raised with them seriously and act in accordance with the South Eastern Health & Social Care Trust's Raising Concerns Policy and their professional code of conduct, where applicable.

GENERAL REQUIREMENTS

The post holder will be required to:

- 2 Ensure the Trust's policy on equality of opportunity is promoted through his /her own actions and those of any staff for whom he /she has responsibility.
- 3 Co-operate fully with the implementation of the Trust's Health and Safety arrangements, reporting any accidents /incidents /equipment defects to his / her manager, and maintaining a clean, uncluttered and safe environment for patients/clients, members of the public and staff.
- 4 Adhere at all times to all Trust policies/codes of conduct, including for example:
 - Smoke Free Policy
 - IT Security Policy and Code of Conduct
 - Standards of attendance, appearance and behaviour
- 5 Contribute to ensuring the highest standards of environmental cleanliness within your designated area of work.
- 6 Co-operate fully with regard to Trust policies and procedures relating to infection prevention and control.



- 7 All employees of the South Eastern Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the South Eastern Health & Social Care Trust including patients / clients, corporate and administrative records whether paper-based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000 the Environmental Information Regulations 2004, the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. Employees are required to be conversant with the South Eastern Trust policy and procedures on records management and to seek advice if in doubt.
- 8 Take responsibility for his / her own ongoing learning and development, in order to maximise his / her potential and continue to meet the demands of the post.
- 9 Represent the Trust's commitment to providing the highest possible standard of service to patients / clients and members of the public, by treating all those with whom he /she comes into contact in the course of work, in a pleasant, courteous and respectful manner.

This Job Description will be subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.

It is a standard condition that all Trust staff may be required to serve at any location within the Trust's area, as needs of the service demand.

eHealth

The South Eastern Health & Social Care Trust has invested in eHealth to deliver better, faster, safer care to our community and is committed to supporting staff to utilise associated information systems that directly and indirectly inform care. Trust staff are therefore required to commit sufficient time to ensure that they acquire and / or retain the core technology skills required to support their role.

December 2021



PERSONNEL SPECIFICATION

JOB TITLE AND BAND	Domiciliary Care Worker (Band 3)
DEPARTMENT / DIRECTORATE	Primary Care and Older People's Services
SALARY	£19,737- £21,142 pro rata per annum
HOURS	Various Contracts up to and including 30 hpw
Ref No: <to be inserted by HR>	<Month & Year>December 2021

Notes to applicants:

1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.
2. Shortlisting will be carried out on the basis of the essential criteria set out in Section 1 below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined in Section 3 at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.
3. Proof of qualifications and / or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.

ESSENTIAL CRITERIA

SECTION 1: The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria	Method of Assessment
Experience	<p>2 years paid / unpaid caring experience with Older People or Adult Service Users and willing to undertake and successfully complete a Vocational Qualification in care Level 2; within a specified time frame.</p> <p>Or</p> <p>6 months paid experience directly caring for Older People or Adult Service Users and Vocational Qualification in Care Level 2.</p>	Shortlisting by Application Form



Qualifications/ Registration	<p>Vocational Qualification in Care Level 2 To demonstrate registration with the Northern Ireland Social Care Council (NISCC)</p> <p>Or be eligible to register with NISCC and within 3 months of the date of commencement of post, registration with NISCC will be fully completed.</p> <p>NB. If a candidate does not evidence that they have obtained their registration with NISCC the offer of employment will be withdrawn.</p>	Shortlisting by Application Form
Other	<p>Hold a current full driving licence which is valid for use in the UK and have access to a car on appointment. This criterion will be waived in the case of applicants whose disability prohibits driving but who have access to a form of transport approved by the Trust which will permit them to carry out the duties of the post.</p>	Shortlisting by Application Form
<p>SECTION 2: The following are ESSENTIAL criteria which will be measured during the interview/ selection stage:</p>		
Skills / Abilities	<ul style="list-style-type: none"> • Ability to provide personal care services to adults and older people. • Effective verbal and written communication skills • Ability to work with others and as part of the wider team/service area and across connecting services. • Ability to work unsupervised in Service Users own home. • Good organisational skills • Ability to use own initiative and respond in an emergency or crisis situation. • Ability to interpret and follow written care plans, directions and record outcomes. • Demonstrate basic and essential IT skills • Demonstrate ability to use mobile devices. • Effective interpersonal skills. • Flexible approach to the caring role and the needs of the service. 	Interview / Test
Knowledge	<ul style="list-style-type: none"> • Understanding of the role and responsibilities of the post 	Interview / Test



	<ul style="list-style-type: none"> • Understanding of the needs of the Service User Group and their carers. • Understanding of confidentiality and Data Protection Legislation • Understanding of the right to respect private life and prevention and protection from harm for the Service User. • Understanding of Northern Ireland Social Care Council Standards of Conduct and Practice related to the role. 	
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DESIRABLE CRITERIA

SECTION 3: these will **ONLY** be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these criteria. Failure to do so may result in you not being shortlisted

Factor	Criteria	Method of Assessment
Experience	2 years paid caring experience with Older People or other Adult Service Users Group	Shortlisting by Application Form
Qualifications	Vocational Qualification in Care Level 2	Shortlisting by Application Form

To access a copy of the Access NI Code of Practice, please [Click here](#)

The South Eastern Health & Social Care Trust has guidance on the Recruitment of People with Criminal Convictions. To access a copy of this guidance, please [Click Here](#)

Protecting and using your information

To access a copy of the Trust's Data Protection Policy Statement, [Click Here](#)

As part of the Recruitment & Selection process it may be necessary for The Organisation to carry out an Enhanced Disclosure Check through Access NI before any appointment to this post can be confirmed.





THE ORGANISATION IS AN EQUAL OPPORTUNITIES EMPLOYER



Successful applicants:

- May be required to attend for a Health Assessment
- Can expect to be placed at the minimum point of the pay scale, although a higher starting salary, within the range of the pay band may be available if the person appointed has experience relevant & equivalent to the post. If the successful candidate is an existing HSC employee moving to a higher band, AFC Pay on Promotion will apply.



HSC Value	What does this mean?	What does this look like in practice? - Behaviours
 <p>Working Together</p>	<p>We work together for the best outcome for people we care for and support. We work across Health and Social Care and with other external organisations and agencies, recognising that leadership is the responsibility of all.</p>	<ul style="list-style-type: none"> • I work with others and value everyone’s contribution • I treat people with respect and dignity • I work as part of a team looking for opportunities to support and help people in both my own and other teams • I actively engage people on issues that affect them • I look for feedback and examples of good practice, aiming to improve where possible
 <p>Compassion</p>	<p>We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.</p>	<ul style="list-style-type: none"> • I am sensitive to the different needs and feelings of others and treat people with kindness • I learn from others by listening carefully to them • I look after my own health and well-being so that I can care for and support others
 <p>Excellence</p>	<p>We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high-quality, compassionate care and support.</p>	<ul style="list-style-type: none"> • I put the people I care for and support at the centre of all I do to make a difference • I take responsibility for my decisions and actions • I commit to best practice and sharing learning, while continually learning and developing • I try to improve by asking ‘could we do this better?’
 <p>Openness & Honesty</p>	<p>We are open and honest with each other and act with integrity and candour.</p>	<ul style="list-style-type: none"> • I am open and honest in order to develop trusting relationships • I ask someone for help when needed • I speak up if I have concerns • I challenge inappropriate or unacceptable behaviour and practice

All staff are expected to display the HSC Values at all times

