

ROLE PROFILE

Job family	Care	Role profile number	CA05-1428	Grade E
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Job purpose: To provide frontline support and assistance to children and / or vulnerable adults within an assessed environment with access to supervision and support.

Grade E posts focus on the provision of a range of standard tasks within clearly defined guidelines and procedures. Grade E posts require problem solving but still within a range of established solutions. Posts at this level require the application of readily understood procedures, with knowledge and experience gained either through formal qualifications or training in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	GCSE A - C or equivalent experience/skills. Licence / certificate / qualification required for the role.
Knowledge and Skills	Experience which demonstrates ability to undertake the role. An understanding of relevant procedures and working practices. Awareness and understanding of the client group. Training and knowledge in a range of procedures and medical equipment to support clients. Basic knowledge of Wiltshire Council professional groups and external agencies, relevant to the role. Sensitivity and empathy to build trusting and supportive relationships with clients and families. Care skills and basic knowledge of mobility, nutrition and financial issues in order to provide practical, emotional support to clients and families. Ability to follow routines, carry out set care plans, record and monitor changes in client condition Basic literacy and numeracy. Ability to communicate one to one and in small groups with relevant client group.
Creativity and Innovation	Work on own to manage own activities. Creativity may be required when dealing with minor problem solving, working within specific guidelines and procedures. Identify areas where improvements could be made within own role. Discretion in difficult situations, following general framework and guidelines.
Contacts and Relationships	Provide readily available information, giving practical assistance, answering simple queries. Signposting less straightforward requests/ queries. Regular one to one contacts with clients as part of performance of the role. Contacts will include: Contact with colleagues, customers and members of the public, may be first point of contact difficult customers / visitors. Feed into assessments of clients via social workers and other professionals from other partnership organisations including doctors and nurses. Liaise with and/or advise senior members of staff regarding service issues, problems and processes.
Decisions – Discretion & Consequences	Work is carried out following current up to date procedures and clearly defined rules. Decisions are made based on a range of established practices with agreement from senior colleagues. Practical assistance is provided to clients in accordance with agreed Care Plan. Relevant client reports are kept up to date with current information and completed in time and to the required standard. Intimate personal care and/or social care is provided to vulnerable clients in line with Care Plan and standard procedures. May involve administering medication in accordance to client predefined requirements.
Resources	May require accurate handling and security of tools, equipment and cash. May be a key holder. May require accurate handling and security of cash or other financial resources.
Work Demands	Work where tasks are interchanged but the programme of tasks is not usually interrupted.
Work Environment	Work requires some physical effort.

	<p>Work may include exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions.</p> <p>Work potentially involving moderate risks due to nature of activities being provided and / or environment or public / customers.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	<p>All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.</p>
Equalities	<p>Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy.</p>
Authority to work in the UK	<p>All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.</p>

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Child Care Officer Assistant	
Role profile family:	Care	
Role profile number and grade:	CA05-1428	Grade E
Number of posts:	Approx. 4	
Service/Team:	Canon's House	
Reports to:	Senior Care Officer / Deputy care officer	

Job Family overview

Care job family overview:

Support and assist the well-being of individuals and groups to assure their protection, security and development

- Safeguarding, protection and care
- Community, residential, day or field settings
- Ongoing risk/needs assessment of and advice for individuals/groups
- Specification of any non-council provision
- Individual or small group emphasis
- May involve personal care activities
- Likely to involve immediate response to client

Service / Function Context

The overall responsibilities of the service/function are:

Canon's House provides respite care to children and young people with learning disabilities. We provide a safe but therapeutic environment where the children and young people learn and develop social and self-help skills.

All staff are responsible for providing a high quality, efficient and effective short-breaks service that responds to the needs of disabled and life-limited children and young people and their families/carers within a dedicated team.

Job Purpose

Specific duties and responsibilities include:

- You will be required to work as part of a team. This will involve taking part in handover, offering suggestions and ideas to help the shift leader plan activities for the shift. You will be required to follow instruction from the shift leader to ensure smooth and efficient running of the home, be a team player and be flexible in your management of disruptions/changes within the daily routine.
- To participate and share responsibility for the provision of a safe and comfortable environment for children and young people. You will be required to undertake all mandatory training to ensure you are equipped with the knowledge and understanding to maintain a safe environment. This will include being able to report accurate details of any health and safety concern to the shift leader.
- To participate in the working rotas, including evenings, sleeping-in duties and weekend duties in accordance with policy and as is necessary for the efficient running of the Home.
- You will be required to be a key worker to a small number of children. This will include the ability to gain an in-depth understanding of your key children; attending reviews and liaising closely with other professionals to act in the best interest of the child.
- In conjunction with senior staff, be able to assess the needs of your key children to write reports, and make accurate changes to support plans and risk assessments.
- You will be able to recognise safeguarding concerns and report to the shift leader immediately. You will be required to maintain your safeguarding knowledge and understanding through Wiltshire Council's e-learning and keep up to date with the correct reporting procedures in the absence of the shift leader.
- To be involved in individual and group recreational activities as appropriate, both in-house and out in the community.
- Assist in the delivery of support including a range of specialist support and care to children and young people some with complex medical care needs. This will include training in specific areas of complex health e.g. enteral feeding and keeping abreast of changes to regulations and child's specific needs.
- As well as providing for the emotional and basic physical needs of children including, where it is appropriate to do so, assist with personal care, washing, feeding, dressing, toileting etc.
- Attend and participate in staff meetings, supervision and appraisals and any training as identified by your line manager. This will include specific induction for Canon's House.
- To engage and listen to children and young people both on an individual level and in group meetings and report outcomes to the shift leader.
- Be able to actively develop and support an environment that stimulates children and provides opportunities for them to achieve their full potential. This will be done by encouraging independence and self-help skills in-line with individuals support and CIN plans. You will have the ability to empower and work with a person-centered approach to encourage children to meet their goals and targets.

- Act in Compliance with service policy on health and safety, e.g. prevention notification of accidents, prevention of fire and in line with the home's instructions and procedures.
- Seek advice from senior/ line manager immediately of any situation where you may have a concern.

Specific requirements for this post:

- Have a flexible approach and work within a varied rota including evenings, weekends and sleeping-in overnight duties

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Educated to GCSE A-C or equivalent relevant experience
 - Abilities :-
 - to work on own initiative
 - be creative
 - sensitivity and patience
 - to be a team member
 - to keep calm in difficult situations
 - ability to follow support plans
 - flexibility and adaptability
 - Physically able to undertake manual handling as required
 - Ability to read and understand documents.
 - Ability to write and record accurately.
 - Be able to show an understanding of the needs of children
 - Fluent in English

Desirable

- Experience of working in a care setting, preferably experience of children
- Understands a variety of communication methods e.g. Makaton, PECs
- Awareness of disabilities and autism
- An awareness of Child protection issues and their role in keeping children safe
- Knowledge of Ofsted regulations and how they are enforced

Career graded posts

This post does not form part of a career grade.

OR

This post forms part of a career grade progression structure, designed so that postholders can progress once academic qualifications and experience thresholds have been met. This is subject to a vacancy or funding (with work required at the skill level) being available and a successful selection exercise.

The posts that form part of this career structure are:

- Progression to a Grade F Care Officer

Supporting information

Driving classification

Occasional driver

A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.

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Regular Driver

Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.

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Required Driver

Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.

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Employees should refer to the Corporate Driving at Work policy for further information.

Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
Points on driving licence	6	9

Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3

Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.

If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>