

## ROLE PROFILE

<b>Job family</b>	<b>Care</b>	<b>Role profile number</b>	<b>CA05-2766</b>	<b>Grade E</b>
-------------------	-------------	----------------------------	------------------	----------------

**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.

<b>Factor</b>	<b>Relevant Job Information</b>
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 contact 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 with 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><a href="#">Our Identity</a> 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 <a href="#">Our Identity</a> 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 <a href="#">the whistleblowing policy</a>.</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

<b>Role description:</b>	Mobile Responder	
<b>Role profile family:</b>	Care	
<b>Role profile number and grade:</b>	CA05-2766	Grade E
<b>Number of posts:</b>	21 FTE	
<b>Service/Team:</b>	Adult Care, Wiltshire Support at Home, Urgent Care & Telecare Response	
<b>Reports to:</b>	Team Lead Mobile Responder	

### 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

Urgent care & telecare response support customers to remain in their usual place of residence, where possible preventing unnecessary hospital admissions. The service responds to unplanned situations in the community presenting as a crisis or change in circumstances and the highly skilled staff team will provide urgent support in a timely and responsive way. The service may also provide urgent support to customers whose planned support is withdrawn. Delivery of support will range from one off visits to 24-hour support to avert crisis/hospital admission whilst alternative provision can be sourced by mainstream services.

The service also works in partnership with Appello whom are a Careline Solutions organization, the Telecare response service contributes to the economic, social, and environmental well-being of customers within the Wiltshire area. Following a Telecare alert being raised, Appello will assess the call in the first instance, and where appropriate will refer into the service for a physical response.

The overall responsibilities of the Urgent Care & Telecare Response Service are:

- To operate within legal frameworks and defined budgets for social care.
- To support customers to remain in their usual place of residence to prevent unnecessary admission
- To respond to unplanned situations in the community presenting as a crisis or change in circumstances
- Work in partnership with Appello to provide customers in receipt of telecare, visits within a timely manner

## Job Purpose

Under the guidance and supervision of the Team Lead Mobile Responder (and from time to time other members of the service management team).

Your role will be to support the customers with personal care, food preparation, daily living activities and access to local resources and facilities to prevent hospital admission. Your role will also be to respond to alerts raised by Appello in a timely manner, supporting customers within their own environment Specific duties and responsibilities include:

- Work with customers to support them to manage and maintain where possible their daily living skills, including washing, dressing, meal preparation, and personal care.
- Safeguard the health, safety and wellbeing of customers as well as colleagues.
- Take part in staff development programmes, assuming responsibility for own professional development i.e., undertake all mandatory training relevant to the service and part of the training pathway for the role e.g., Care Certificate
- Assist customers with the use of mobility aids and assistive equipment where required.
- Assist customers with moving and positioning, adhering to health & safety requirements as well as organisational policy and procedures.
- Contribute to daily communications, accurate record keeping, recording actions, interventions and incidents in customer's records.
- Participate in regular team meetings and customer review meetings.
- Ensure compliance with the Data Protection Act and maintain customer confidentiality and security of information at all times.
- Communicate effectively with the immediate team and other health and social care professionals as appropriate.
- Participate in own supervisions, appraisals and objective setting.
- Assist the team with general duties if required e.g., office filing, answering telephone calls etc.
- Work as part of the team, offering a flexible approach to staff rostering.
- Abide by the principles and practice set out in the staff handbook.

Specific requirements for this post:

- To work shifts to meet the needs of the service including early morning, evenings, weekends and bank holidays. An unsocial hours payment for unsocial hours working will be paid where appropriate.

- To undertake travel across the Wiltshire area to carry out customer urgent care visits and telecare response.

### Person Specification

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

#### Essential

- Care Certificate or equivalent skills and experience with willingness to undertake the required training.
- General level of education to GCSE A\*-C or equivalent skills and experience
- Empathy with the elderly and/or people with a disability and an understanding of their needs
- Ability to work alone and as part of a team.
- Ability to prioritise and organise own workload.
- A pleasant and helpful manner
- Effective communication both written and oral

#### Desirable

- Previous experience of providing care and support to the elderly and/or people with a learning disability
- Basic knowledge of safeguarding.
- Basic knowledge of regulations relevant to community care

### Career graded posts

This post does not form part of a career grade.

## Supporting information

Driving classification	
<b>Occasional driver</b> 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.	<input type="checkbox"/>
<b>Regular Driver</b> 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.	<input type="checkbox"/>
<b>Required Driver</b> 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.	<input checked="" type="checkbox"/>
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 checked="" 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 checked="" 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 checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> 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 <b>Standard</b> DBS check	<input type="checkbox"/>
The role requires a <b>Basic</b> 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 checked="" 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 <b>level 2*</b> . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>

<p>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 <b>level 3</b>*(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).</p>	<input type="checkbox"/>
<p>This role is not subject to a NPPV check</p>	<input checked="" type="checkbox"/>

Safeguarding	
<p>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.</p>	<input type="checkbox"/>
<p>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.</p>	<input checked="" type="checkbox"/>
<p>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.</p>	<input type="checkbox"/>