

**MONMOUTHSHIRE COUNTY COUNCIL - SOCIAL CARE & HEALTH DIRECTORATE****ROLE PROFILE**

<b>ROLE:</b>	Person Centred Care and Support Worker [Dementia Care]
<b>POST NO:</b>	SAS118
<b>SECTION :</b>	Direct Care
<b>GRADE:</b>	Band D [SCP 17 to 21 - £16,830 - £19,126 pro rata per annum]
<b>LOCATION:</b>	E.g Monmouth Team 2
<b>HOURS:</b>	E.g. 35 hours per week (Annualised Hours calculations)
<b>RESPONSIBLE TO:</b>	In-House Area Lead – Care and Support

**The care and support team – who we are:**

- We are part of the council and provide services to people living in the community to support them to live independently, safely and well in their own homes and to promote connection and involvement in their communities
- We have a team of 120 staff working in various teams:
  - Reablement Services – supporting people in the short term to help people regain independence and ensure that services if required in the long term are tailored to individual need.
  - **Dementia Care and Support Teams – supporting people with dementia and their carers to stay in their own homes providing support to people that promotes physical, social and emotional well-being .**
  - Children’s Services Team. A small team of staff helping Children with disabilities, supporting parents to develop skills and supporting looked after children to have contact with their parents
  - Extra Care Support Team – supporting people living in supported housing to promote physical, social and emotional well-being.

**Our Purpose:**

- To support people living with dementia to live well, safely and fulfilled lives
- To provide support and care in a way that is focussed on the individual and is based on what matters to them.
- To support people to do things and where appropriate to regain skills and abilities that may have been lost.
- Support people where they need help with all aspects of daily living and to promote social and emotional well-being.

**Managers Expectation of this Role:-**

Simply, I am looking for people who can bring the reliability, commitment, integrity and enthusiasm that the people we support deserve. I need this because what we do matters.

**Here’s what I am looking for from this role:**

- I want you to bring yourself; your personality, a big smile and a sense of fun. I need you to understand that 100% is the minimum commitment.
- To work with people in a way that continually demonstrates a focus on being person centred and relationship focussed. You will need to spend time getting to know the people we support and

developing a relationship that supports your role as an 'attached professional' rather than someone who is 'detached'.

- To support people to do as much for themselves as possible working in a way that promotes ability and does not foster dependency.
- To provide care and support to people that is at all times sensitive, confidential and upholds the person's dignity.
- To help people with all aspects of daily living. This includes personal care provided in a way focusses on a person's feelings and in a way that turns tasks into positive social interactions.
- To work with people based only on a detailed understanding of their needs and wishes as described by the person themselves. To spend time to listen and engage with each person in a way that responds to who they are.
- To work with people in their own homes in a relaxed manner with an emphasis on going with the flow rather than tasks and routines.
- To support people to maintain contact with, and reconnect, with their friends, family and local community. This will involve providing direct physical support and the emotional support to do this.
- To work with people in a positive way that ensures that all controlling elements of care are removed and there is no 'them and us'.
- To provide support directly to those 'informal' carers who are also supporting the person.
- To work in a way that supports spontaneity for the person.
- To work flexibly with people that supports care that responds to how that person feels. Someone who is available to work weekends, bank holidays, can start at 7am in the morning and / or is available to work through to 11pm at night.
- To act as the keyworker for some of the people we support taking a lead on liaison with other people involved in their support.
- You will need to be good at communicating. You will need to work closely with people interpreting and understanding the full range of ways in which people communicate. You will need to tell me, through observations and discussion, any concerns as to the health and welfare of the people we support.
- You will need to be able to ask for (and provide) support from your colleagues to help overcome the challenges of this type of work. You will need to be person centred towards your colleagues.
- I need someone who is equally comfortable working as part of a team or working on their own.
- Someone able to continually reflect on their own practice and personal development to identify where things could be done differently or better.
- I need you to understand the importance of attending supervision and 1:1 meetings with me, ensuring you use all opportunities to share, learn and grown in your role. I need you to understand the importance of, and taking responsibility for, self-directed learning and development in addition to a commitment to all training opportunities made available to you.
- I need you to be able to build effective working relationships with a wide range of people.
- I want you to be able to prepare and cook basic nutritious foods.
- I need you to support the health and safety of the people you work with and that of yourself.
- Someone with ideas, open to change and new ways of working. However, you will need to follow specific and agreed protocols in relation to health & safety, moving & handling and medications
- I need you to be flexible and understand that because of the nature of the services we provide we will ask you to work at different times to ensure that people receive the support that they need.
- I need you to complete paperwork that is clear, accurate and on time
- I need you to ask for advice and help whenever you are not sure what to do.

#### **Here's what we can provide you with:**

- A huge sense of satisfaction and pride.
- A great rate of pay with weekend and bank holiday enhancements.
- Pension

- A committed and dedicated management team.
- Great training

**What else you need to know.....Monmouthshire Values are:**

Openness: We aspire to be open and honest to develop trusting relationships.

Fairness: We aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.

Flexibility: We aspire to be flexible in our thinking and action to become an effective and efficient organisation.

Teamwork: We aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

And this role, will work with Monmouthshire to achieve these.

**In addition:**

All employees are responsible for ensuring that they act at all times in a way that is consistent with Monmouthshire’s Equal Opportunities Policy in their own area of responsibility and in their general conduct.

**Person Specification**

**How will I know if you are the right person for the role?**

**This is an exciting and extremely rewarding role but to support people according to who they are what matters to them, we need you to be the following.**

Overall experience is not necessary but you will be someone who clearly demonstrates their commitment, enthusiasm and their caring nature. Caring is about supporting someone to live well and to live a natural life. This means that the support we provide will always focus on how a person feels....	
<b>Relationships</b>	You will understand the importance of relationships and that to support people we need know the person; their experiences, their life and who they are now.
<b>Availability &amp; Flexibility</b>	You will need to work at times of the day that people need support and that you understand that this will change on any given day according to how that person feels. This means being focussed on the individual and not a routine. You will need to be happy to go with the flow
<b>Self</b>	You will be someone who is comfortable being yourself at work and you are self aware and open.
<b>Feeling</b>	You will be emotionally warm, offering closeness and empathy to each individual
<b>Together</b>	You are someone able to be a friend to the people we support; with no them and us.
<b>Inspiring</b>	You will be passionate and positive; able to make a connection with people that makes a difference.
<b>Nurturing</b>	You will be someone who can provide comfort, security and a sense of belonging
<b>Accepting</b>	You will be able to be positive about a person’s reality and understanding of the fact that feelings can be displayed as actions or words.
<b>Spontaneous</b>	You will be someone who can create opportunities that will provide occupation and stimulation
<b>Enabling</b>	You will be able to work in way that involves the person to participate fully in their lives and you will support people to do as much for themselves as they can.
<b>Supporting</b>	You will be comfortable to express your own emotions and support others with theirs.
<b>Growing</b>	You will need to be open to learning, challenge and self-reflection.
<b>Driving</b>	Use of a car and full UK driving license
<b>Qualifications</b>	A qualification is not needed to apply for this role but you must be willing to undertake

	the QCF Level 2 in Care.

Application forms and further details for the post can be obtained from:

Personnel, Monmouthshire County Council, PO BOX 106, CALDICOT, NP26 9AN on 01633 644198 24 hour answering service,

Via email to: [personnel@monmouthshire.gov.uk](mailto:personnel@monmouthshire.gov.uk)

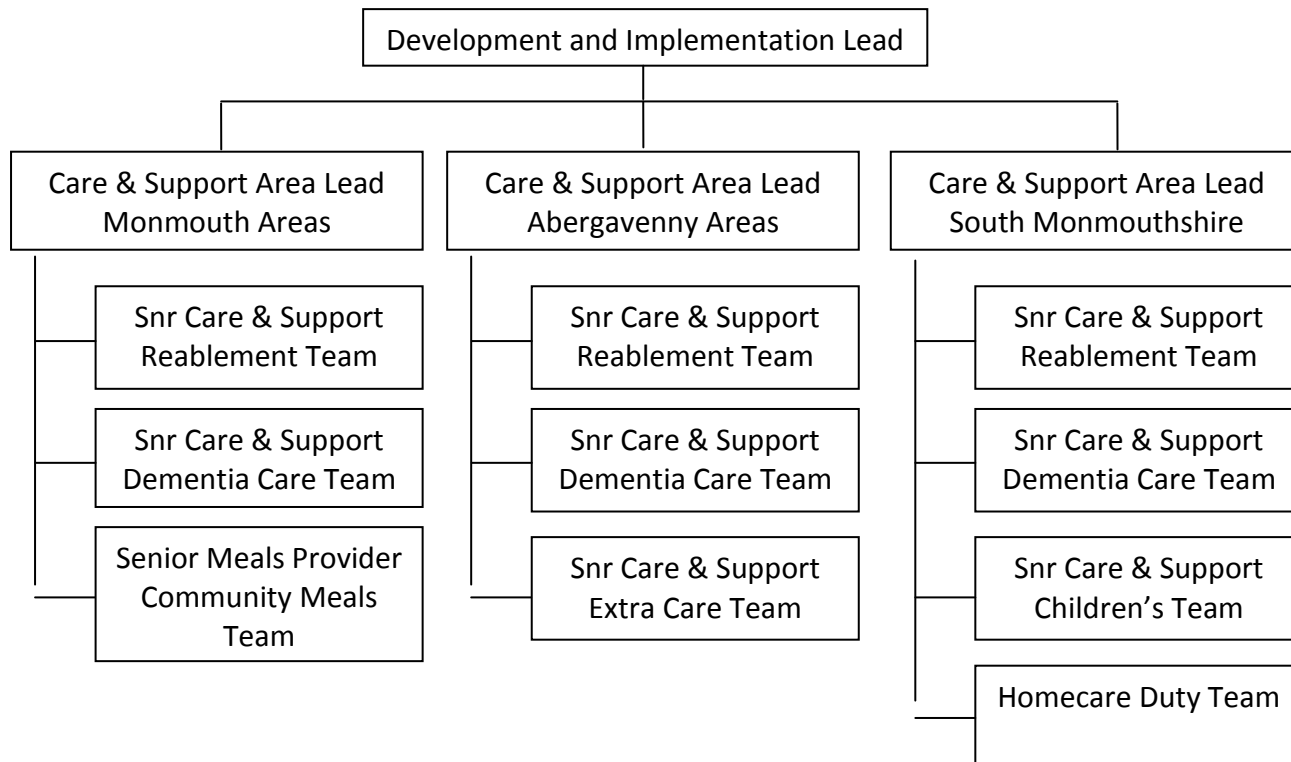
Completed applications should be returned to the above address

**If you have any questions or require anything requires clarification, please contact the locality In House Area Lead for Care and Support on 01291 638928**

**Closing Date: 12 Noon on Friday 6<sup>th</sup> February 2015**

## Additional Information about the Homecare Team

### The Team Structure:



### Roles & Responsibilities within the team:

- Development & Implementation Lead, Direct Care Services - overall responsibility for older people's direct care services in Monmouthshire across residential, day care and domiciliary services.
- The Care & Support Manager – To support and co-ordinate the work and resources of the teams. Developing and supporting cultures that enable our teams to work in a way that continually focusses on what matters to the people we support
- Senior Care and Support Assistant - To support Care Staff and People within the community; modelling and promoting high quality relationship based care.
- The Care & Support Duty Team - To provide a support network to carers, the people we support and their families to ensure a high quality of care and support is given at all times. .
- The Administrative Team – To support the Care and Support Managers and Senior Care and Support Assistants with relevant administrative tasks.

### What the team say:

- Examples from the RP