

**LANCASHIRE COUNTY COUNCIL**  
**Operational Context Form**

<b>Post Title: Senior Care Assistant (Residential Services)</b>					
<b>Directorate:</b>	LCC Adult Services – Older People Services		<b>Location:</b>	Various	
<b>Establishment or Team:</b>	Various		<b>Post Number:</b>		
<b>Grade:</b>	Grade 4	<b>Staff Responsibility:</b>	Yes	<b>Essential Car User:</b>	

**Scope of Work – Appropriate for this post:**

The core value of LCC Adult Services - Older People Services is to promote Dignity In Care, independence and respect whilst providing high quality and competitive long and/or short term residential support services for older people. The organisation aims to be the first choice provider of care services in Lancashire.

The postholder, whilst adhering to Lancashire County Council and/or Older People Services policies and procedures, will assist the Registered Care Manager & management/care staff team in providing a person centred, caring supportive and reabling environment for residents within a residential establishment.

We pride ourselves in providing high quality, safe, effective, compassionate, competitive and person-centred services for older people by championing the **My Home Life** philosophy. This is about celebrating good quality of life for older people by creating a positive, empowering and a relationship focussed atmosphere.

All fully trained staff help to deliver the following specialist services:

- Person centred approaches and promoting well-being of older people
- Best practice in dementia specialism
- A reabling ethos to maximise older people's independence
- Creating a community including links with the wider community and local neighbourhoods
- End of life care to ensure older people have a 'good' death

**Accountabilities/Responsibilities – Appropriate for this post:**

1. To provide management and/or care rota cover as determined by the Registered Care Manager/Senior Manager.
2. Undertake managerial administrative tasks and, when required or instructed by senior management, to attend to the personal care needs of residents. This will include, when required, assisting care staff with the provision of personal care to residents who are sick or receiving end of life care.
3. Provide on the job oversight of care staff. Instructing and checking that the duties of care staff on duty are undertaken including the provision of care to those who are sick or receiving end of life care.
4. Follow the professional standards for care staff as set out in Lancashire County Council's Code of Conduct, all relevant professional body codes of conduct and Care Quality Commission, (CQC), Essential Standards of Quality & Safety.
5. Ensure that all relevant Health & Safety policies/procedures are adhered to and, in the absence of

the Registered Care Manager, ensuring that the safety of the premises and all those who use it, are maintained at all times. Assist with the maintaining of up-to-date and accurate relevant paper based and/or electronic Health & Safety documents/records.

6. Administer medication to residents within the establishment in accordance with medical practitioner's instructions and in line with LCC Adult Services - Older People Services medication handling & administration policies/procedures. Accurately maintain up-to-date records relating to medication administration, (or non-administration), to residents and in relation to medication which may be taken out of the establishment by residents.
7. In conjunction with residents / families / partners / professionals and colleagues, carry out assessments & reviews in relation to residents and their care needs. Assist with the compilation of paper based and/or electronic person centred support plans. Contribute to ongoing reviews and amendment of the resulting support plans. Maintain up-to-date and accurate daily diary notes in relation to residents and their care needs.
8. Ensure that all directions in relation to the care and treatment of residents given by GP's and/or other health & social care professionals are carried out.
9. Along with, and in the absence of, the Registered Care Manager, ensure that appropriate resources, (i.e. care staff and/or equipment), are deployed in a timely and effective manner to ensure the safe and effective implementation of support plans and to meet changing needs of residents. Ensure that support plans and/or support plan changes are communicated to care staff/others as required and ensure that support plan instructions are implemented.
10. Access, update and maintain accurate paper based and electronic systems/records to produce high quality person-centred individual support plans. Update appropriate paper based/electronic records and information systems. When required, provide high quality, detailed and accurate reports.

**Additional Supporting Information – Specific to this post:**

1. The postholder must actively participate in personal supervision/appraisal meetings and be committed to continuous personal professional development.
2. The postholder must attend relevant approved training courses identified through these processes or as determined by the Registered Care Manager/Senior Manager.
3. The postholder must actively participate in team development including attending and/or leading Team Meetings as determined by the Registered Care Manager/Senior Manager.

<b>Prepared By:</b>	Liz Wilde	<b>Date:</b>	<b>June 2016</b>
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The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

**Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

**Health and Safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

**Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

**Customer Focus**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

**Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and/or numeracy if they do not have one already.

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Person Specification			
<b>Post Title:</b>	Senior Care Assistant (Residential Services)	<b>Grade:</b>	Grade 4
<b>Directorate:</b>	LCC Adult Services – Older People Services	<b>Post Number:</b>	
<b>Establishment / Team:</b>	Various		

Requirements	Essential (E) or Desirable (D)	To be identified by: Application Form (AF), Interview (I), Test (T), or other (Give Details)
<p><b>Qualifications</b>                      NVQ 2 in Direct Care, or equivalent                      NVQ 3 in Promoting Independence or equivalent, or commitment to achieving the qualification within 12 months of appointment</p>	E E	AF, I, Certificate AF, I, Certificate
<p><b>Experience</b>                      Experience of working in a personal care setting, (two years minimum)                      Experience of supporting older people with diverse needs                      Experience of instructing and checking the work of staff</p>	E D D	AF, I AF, I AF, I
<p><b>Knowledge and Skills</b>                      Ability to provide high quality physical and emotional care/support to residents of the establishment, including administration and distribution of medication, meeting health care needs and providing high quality end of life care.                      Ability to effectively communicate with residents, relatives, staff and other professionals at all levels, including the ability to demonstrate good customer care practice.                      Ability to maintain appropriate accurate manual and electronic records including detailed personalised care plan.                      Knowledge of the needs of older people and support services utilized e.g. Social Workers, Health Services, other statutory &amp; voluntary services.                      Demonstrate an understanding of, and commitment to, health and safety legislation implementation.                      Ability to instruct and check the effectiveness of care staff and to ensure adequate care staffing levels are maintained.</p>	E E D D E D	AF, I AF, I AF, I AF, I AF, I AF, I
<p><b>Other (Including Special Requirements)</b></p> <p>1. Commitment to equality &amp; diversity                      2. Commitment to health &amp; safety</p>	E E	I I

	<p>3. Ability to work Senior Care/Care Assistant on a rota system which is flexible, subject to change and may include weekend and bank holiday working.</p> <p>4. Commitment to attend appropriate training courses, as determined by your line manager, and apply the learning back in the workplace.</p> <p>5. Commitment to the corporate Employee/Management Competencies.</p>	<p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>I</p> <p>I</p>
<b>Date:</b>	June 2016	<b>NOTE: We will always consider your references before confirming a job offer in writing.</b>	

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### PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

#### **CONFIDENTIAL**

Team/Establishment	As advertised
Post title	<b>Senior Care Assistant (Residential Establishments)</b>
Description of main activities the employee will be required to undertake (or attach role profile)	
Form completed by: (print name) <b>Liz Wilde</b>	

**A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO). Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.**

		YES	NO
1	Work at heights ( <i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Work in excessively noisy environments above statutory control limits ( <i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Work in unusual environmental conditions ( <i>e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome ( <i>e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Some contact with hazardous substances ( <i>e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

8	Work with lead or lead-based products (e.g. some paints).		X
9	Food handling/preparation (of raw or uncooked food only).	X	
10	Occupational fieldwork or work in extreme conditions (e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work).		X

**B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO) This section is for the information of applicants and does not facilitate a referral to Occupational Health.**

		YES	NO
11	Face to face contact with the public/service users (e.g. at sensitive front line posts re abuse, aggression, assault).	X	
12	Working in isolation/lone working.		X
13	Work with electrical wiring (e.g. colour blindness).		X
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers).	X	
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (e.g. risk of weils disease, other animal borne diseases, zoonoses).		X
16	Manual handling (other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities).	X	
17	Working with vulnerable service users (e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).	X	
18	Work involving repetitive movements or forced posture (e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling).		X
19	Work as a regular display screen user (where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period).		X

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

<b>Head of Service/Headteacher/Line Manager (please print)</b>		Liz Wilde	
<b>Telephone Number:</b>	07887 831031	<b>Date:</b>	June 2016

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