



HIGHLAND HOME CARERS – Job Description

Title of Post:	Lead Carer
Responsible to:	Service Manager
Pay Scale:	£10.00 per hour
Location:	Inverness
Hours:	37.5 hours per week + on call duties

Job Purpose

To assist in the operational management of the Care at Home service in Inverness under the direction of the Service Manager.

Primary duties and responsibilities

Assist in the effective delivery of the Care at Home Service.

Ensure that the service is delivered with sensitivity and that the client's rights to privacy, dignity, respect, confidentiality and choice are maintained at all times.

Establish and maintain good working relationships with clients, colleagues and care/support workers within your zoned area.

Support the Assistant Managers to ensure the service operates within the standards prescribed by national and local policy and practice.

Assist the management to compile initial outcome focused assessment for service users within your zoned area.

Devise and maintain client files, care plans and computerised records to make sure they are up to date at all times.

Liaise with other partner services e.g. NHS, Social Services, Psychiatry, learning disability and mental health service providers and informal service users and carers. Understand how each service impacts on the work we do in order to meet the needs of clients in the most efficient and appropriate way.

Carry out the 6 week and 6 monthly reviews for your client group within zoned area ensuring relevant parties such as NHS and S.W and HHC staff are made aware of changes and all client paper work and files are kept up to date.

Meet with and support new care workers ensuring new staff are sufficiently supervised and trained during their probationary period prior to allocating work load. This includes shadowing of new staff within your zoned area, so they are confident and competent to work alone.

Ensure the completion of supervisions sessions with each member of your designated staff team within zoned area at least every 6 months; this includes practical supervision in the field, further ensuring that any issues identified are followed through and addressed, passing information to your line manager.

To participate in the on call duties when required

Assist the Care Coordinators with covering any unallocated visits including staff sickness and annual leave within your zoned area, this will include you delivering care personally sometimes at short notice to service users within your zoned area.

General Duties

Observe and comply with the standards expected by the Care Inspectorate and Scottish Social Services Council.

Assist with developing teams within your zoned area, creating an effective means of communication between members of your team and colleagues.

Attend operational and general staff meetings and other meeting as required.

Ensure at all levels that confidentiality is maintained in relation to agreed policy.

Assist in the promotion of a fair and quality service that is responsive to the needs of clients and stakeholders, ensuring adherence to the requirements of customer care policies at all times.

Uphold and positively promote equalities in service delivery and employment practices.

Undertake training courses as required by Highland Home Carers.

Carry out any other duties, which fall within the general areas of responsibility of this post.

To attend the meetings and training sessions as and when they arise that are appropriate to the post at the request of HHC.

Observe and comply with the standards expected by the Care Inspectorate and Scottish Social Services Council.

Any other reasonable duties as required

Note - The successful applicant **must** register with the Scottish Social Services Council.

Person Specification

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Knowledge of Self-Directed Support Act and specifically Individual Service Fund • Knowledge of NHS Highlands assessment and commissioning procedures • Strong knowledge of the local geographical area 	<ul style="list-style-type: none"> •
Skills & Abilities	<ul style="list-style-type: none"> • Strong oral communication skills with the ability to persuade and influence effectively • Strong written skills with the ability to compile reports and assessments • Experience of Microsoft office packages including Word and Excel • Able to work autonomously and prioritise effectively 	<ul style="list-style-type: none"> • Presentation skills • Knowledge of Microsoft PowerPoint
Qualifications & Training	<ul style="list-style-type: none"> • Experience of providing a person-centred health and social care service • Experience of compiling rosters • Full driving licence 	<ul style="list-style-type: none"> • Minimum of SVQ 3 in Health & Social Care (or equivalent qualification) – or must be willing to work towards • PDA in Supervision – or must be willing to work towards • Experience of completing person-centred assessments
Equal Opportunities	<ul style="list-style-type: none"> • Commitment to incorporating Equal Opportunities and diversity principles to all aspects of work 	
Other Considerations	<ul style="list-style-type: none"> • Patient and determined • Flexible and adaptable • Reliable and trustworthy • Able to build rapport and good relationships with people • Able to maintain high standards of confidentiality 	<ul style="list-style-type: none"> • Belief in the value and potential of Employee Ownership