

Intermediate Care Assistant

Job Description / Person Specification

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Reading
Borough Council
Working better with you

Job Description

Job Title Intermediate Care Assistant

Location Various locations around Reading

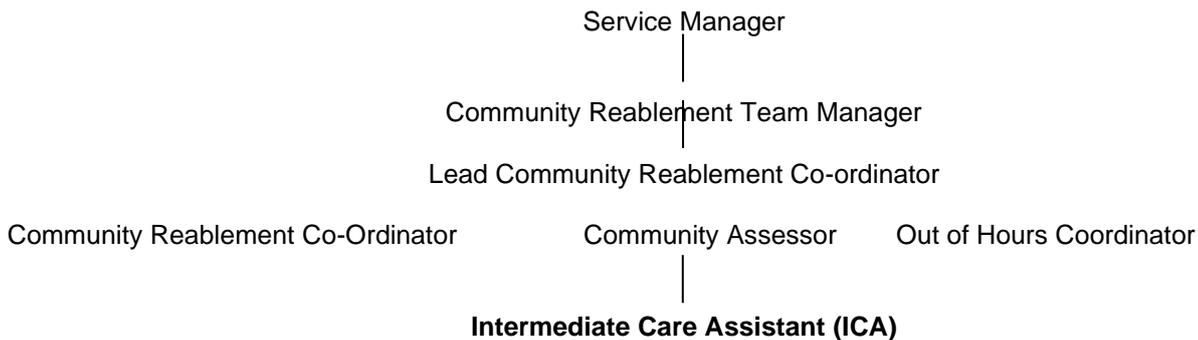
Grade/Salary Range RG4b SCP 11 to SCP 17 No gateway

Service/Directorate Community Reablement Team
Department of Adult Care and Health Services

Job Purpose

1. The post holder will be an integral member of the Intermediate Care Rapid Response and Reablement Team whose aim is to support adults to continue to live their lives as independently as possible in their own homes. Working with multi-disciplinary teams and in a holistic manner to achieve individuals' goals.

Designation of Post and Position within Departmental Structure



Main Duties and Responsibilities

1. The post-holder will have a dual role assisting service users to remain at home either through reablement to independence or by undertaking tasks that the person is unable to perform. This post will also have specific links to End of Life Care for service users in their own home. The post holder will respect the service user's dignity at all times and adopt a person centred approach.
2. Provide support and assist the service user to maintain maximum independence for personal and domestic activities of daily living and wellbeing. To assist service users to take medication in accordance with the medication policy and the care/reablement plan.
3. To promote continence and maintain the care of catheters and colostomy bags. To observe and report any changes in the service users skin condition.
4. To recognise the needs of relatives/carers and identify the support they may need to carry on their caring role.

5. To implement therapeutic techniques and other duties as directed by the Occupational Therapist and Physiotherapists. To assess any risk or potential hazards to the user or yourself before undertaking any tasks.
6. To maintain accurate and concise records in accordance with policy and procedures.
7. Report to the Community Reablement Team Coordinator /Community Assessor any significant changes in health and social circumstances of the service user.
8. To take the appropriate action in an emergency e.g. first Aid, calling 911.
9. After appropriate training, to comply with the manual handling legislation to undertake the transfer of service users with the correct use of adaptations and equipment. Report any obvious defects or handling concerns.
10. To attend and contribute to team meetings, supervision and appraisal.
11. To understand the need for confidentiality, data protection and work within the policy and procedures to uphold this.
12. Commitment to safeguarding children and adults at risk of abuse or harm.
13. Ensure that policies and procedures are followed to ensure CQC compliance/registration.
14. Raise awareness and improves practice in respect of Equality and Diversity; challenges discrimination and promotes human rights in the workplace; internally for RBC and externally for people who use the service.
15. Actively promoting best practise and assisting in the training/instruction of new Intermediate Care Assistants in areas relating to personal experience and expertise.
16. Contribute to the development and improvements to the performance of the service and provide excellent customer service.

Scope of Job (Budgetary/Resource Control/Impact)

N/A

Special/Other Requirements/Responsibilities of this Post

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| <i>Level of DBS check required for this post</i> | Enhanced with a check of the barring list(s) |
| <i>If *, does the post require a check against the list of people barred from working with vulnerable adults?</i> | YES |
| <i>If *, does the post require a check against the list of people barred from working with children?</i> | NO |
| <i>What other security/safer recruitment clearances are required for this post? (excluding standard identity/work permit/education qualification checks)</i> | N/A |
| <i>Is this post “politically restricted”?</i> | NO |
| <i>Responsibility for Health & Safety:</i> | LEVEL 1 |
| <i>Please specify responsibility for implementing the Council’s risk management strategy as it applies to the service, ensuring risks to service delivery and specific projects or initiatives are recognised and that actions are taken and monitored to mitigate risks identified</i> | N/A |
| <i>Please specify any other Statutory Duties and/or responsibilities of this post not already covered in the “Main Duties & Responsibilities” above</i> | The service is registered with the Care Quality Commission. The postholder, although does not directly report to the Commission, will be required to maintain standards as stipulated by the service to ensure registration status. |

Person Specification

Qualifications/Education/Training

1. General education - maths and English (written and verbal)
2. QCF (Qualifications & Credit Framework), NVQ, Apprenticeship Level 2 in Health and Social Care is required or equivalent. If not held then a willingness to work towards following a successful probation period.
3. Post holders must be prepared to undertake all training to carry out the full range of duties of an Intermediate Care Assistant.

Experience

1. Experience of caring in a domestic, professional or voluntary setting is welcomed. However, all staff must be able to demonstrate a keen interest with working with vulnerable adults. Staff must evidence a commitment to:
 - uphold people's dignity,
 - be non-judgemental
 - equality and diversity
 - show empathy
 - show compassion and care

Skills, Abilities & Competencies

1. Follow written and verbal instructions as according to Reablement Plan
2. Ability to record clearly and accurately required documentation on electronic system.
3. Ability to observe and report using the correct procedures the wellbeing of the service user, their views and choices.
4. Converse with and listen to the views of service users and their families
5. Work as part of a team showing respect for people's views and beliefs.
6. Problem solving skills
7. To communicate using a professional manner and language
8. Identify risks and potential hazards before undertaking tasks in accordance with Health & Safety Regulations
9. Work alone, remain calm and rational in challenging situations.
10. Respect the cultural, racial and religious diversity of service users and team members
11. Basic IT skills - phone, Outlook, accessing the internet

Specific Working Requirements

1. Full driving licence with access to a vehicle when rostered to work and maybe require around the Borough.
2. Individual must have insurance to use their own vehicle for business use in their motor vehicle policy
3. Wearing uniform and protective clothing provided by Reading Borough Council. A high level of personal hygiene and appearance must be maintained.
4. Satisfactory Enhanced Criminal Records Disclosure

Physical Fitness

Staff across Reading ASC have a responsibility to maintain a good level of health and fitness required for the work they are employed for.

1. Moving and positioning service users. This will involve using Occupational Health equipment e.g. hoists, rolling service users on a profiler bed. You must be able to be able to operate this equipment in accordance with training given.
2. Staff should report to their team manager any personal conditions including pregnancy, injuries or ill-health which may affect their ability to undertake manual handling and other job role activities safely.
3. Staff will receive mandatory annual moving and positioning training/assessment where physical fitness will be observed by the manual handling trainer. Should any changes occur prior to the training/assessment then staff must notify their line manager.
4. Staff must have received any legally required vaccinations to work face to face with vulnerable adults.

Team Reading Values

T - We will work Together

A - We will be Ambitious

E - We will drive Efficiency

M - We will Make a difference

We have set out the behaviours that we value from our staff and managers which support the delivery of the Council's vision and priorities. These define 'how' you are expected to approach your work and sit alongside 'what' you do, as outlined in your job description.

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| <p>The Council's leaders and managers will:</p> <ul style="list-style-type: none"> • Work Together as one team champion and inspire a culture which ensures that all employees across the organisation work together to provide excellent outcomes for Reading • Drive Efficiency create an environment in which resources are used efficiently and employees' skills are developed and used effectively • Be Ambitious aspire to deliver excellence and inspire and support others to reach their potential • Make a Difference to Reading inspire a culture in which the customer is the focus and where change is welcomed as an opportunity <p>See the Team Reading Leadership Behaviour Framework for more detail</p> | <p>The Council expects its staff to:</p> <ul style="list-style-type: none"> • Work Together as one team work collaboratively, with each other and with our partners, and demonstrate the Team Reading values in everything we do • Drive Efficiency show initiative, be adaptable to change and put forward ideas to help improve delivery and efficiency. Take responsibility for our own learning and development and for reaching our potential • Be Ambitious be demanding of our own performance – striving to be even better – and be prepared to engage with and challenge leaders in a constructive and positive way • Make a Difference to Reading maintain the highest levels of customer service and be flexible and willing to provide the services needed at the time they are needed |
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TEAM Reading

The Team Reading values aim to create a more engaged and motivated workforce who take pride in what they are doing and have faith in and support those around them. Great leadership and management behaviour is at the heart of achieving this. We are committed to ensuring that our leaders and managers behave in a way that inspires, motivates and supports employees, creating better working relationships, greater collaboration and an organisation which provides excellent services to the people of Reading.

Central to this framework are our Team Reading values



T.... works together as one Team

The Council’s leaders and managers will champion and inspire a culture which ensures that all employees across the organisation work together to provide excellent outcomes for Reading residents

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| How we expect our managers to behave |
| <ul style="list-style-type: none"> To work collaboratively with colleagues, customers and partners to build effective relationships and networks to achieve common goals and excellent services for Reading residents. |
| <ul style="list-style-type: none"> To lead by example, be visible, open and honest and effectively communicate the vision and values of the Council whilst seeking the opinion of others through meaningful, two-way communication. |
| <ul style="list-style-type: none"> To inspire others by being enthusiastic and positive; recognising, promoting, celebrating and rewarding innovation and success by engaging with and supporting employees to meet the Council’s objectives. |

E.... drives Efficiency

The Council’s leaders and managers will create an environment in which resources are used efficiently and employees’ skills are developed and used effectively

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| How we expect our managers to behave |
| <ul style="list-style-type: none"> To continuously review performance to ensure resources (e.g. staff, money and equipment) are allocated in a fair and consistent manner, deploying the skills and expertise available to maximum effect. |
| <ul style="list-style-type: none"> To actively seek out best practice and encourage opportunities to improve efficiency and outcomes for Reading residents through the use of new technology and income generating activity. |
| <ul style="list-style-type: none"> To take active responsibility for budget and performance management, identifying and implementing opportunities for creating savings and efficiencies and delivering value for money. |

A.... is Ambitious

Our leaders and managers will be ambitious, aspiring to deliver excellence and inspire and support others to reach their potential

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| How we expect our managers to behave |
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| <ul style="list-style-type: none">• To celebrate success and empower others through support and effective performance management; showing appreciation for effort and recognition for outstanding work |
| <ul style="list-style-type: none">• To explore and challenge ways of working with a view to achieving ongoing, continuous improvement in service delivery and outcomes for Reading residents. |
| <ul style="list-style-type: none">• To inspire confidence in others, encourage talent and embed a learning culture, identifying and responding to the development needs of others. |

M.... Makes a difference to Reading residents

Our leaders and managers will inspire a culture in which the customer is the focus and where change is welcomed as an opportunity

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| How we expect our managers to behave |
| <ul style="list-style-type: none">• To proactively engage and consult with customers, challenge inequality, promote diversity and implement new and improved ways of working. |
| <ul style="list-style-type: none">• To continuously monitor service delivery, customer feedback and demand failure to improve services, whilst being sensitive to the collective and individual needs of our customers. |
| <ul style="list-style-type: none">• To welcome, own and manage change and to aspire towards excellence in all areas, whilst being supportive and sensitive to the needs of individuals. |