



County Roscommon Disability Support Group CLG

Person Specification and Job Description (Home Support and Personal Care Services)

Policy: Recruitment Selection and Retention of Staff Policy

Issue Date: April 2014 Revision No. and Date: REV 004 28.10.2022 Review Date: Dec 2025

Person Specification: Home Care Support Worker (HCSW)

Main Purposes of Post:

- To provide a professional, caring and holistic Home Support/Personal Care Service to the Older Person always as per the Individual Home Care Plan
- To assist the service user in their own home by providing all aspects of personal care; continence care; practical personal support; medical prompting and collection; observe dietary intake; meal preparation; essential household duties to ensure a safe environment; and provide sessional home respite service and social activities which will sustain or improve their quality of life.

Attributes	Requirements	Desirable	How identified
Qualifications	<p>Major QQI Level 5 in Healthcare Support; Health Service Skills; Community Care; Nursing Studies or equivalent to or at a higher level*.</p> <p>If progressing towards a major Award must have a minimum of QQI L5 in Care Skills and Care of the Older Person.</p> <p>Certificate in Patient and Manual Handling.</p> <p>Introduction to Children First (HSeLanD eModule)</p> <p>Safeguarding Vulnerable Persons at Risk of Abuse Training (HSeLanD eModule).</p> <p><i>*A degree in Allied Therapy disciplines such as nursing, physiotherapy, occupational therapy, speech and language and podiatry will be accepted instead of QQI Level 5 but if statutory mandatory training is not covered in the degree course then Care Skills and Care of the Older Person will have to be completed within eleven (11) months. The same applies to Social Work/Social Studies degrees.</i></p> <p>Healthcare qualifications from outside Ireland that are relevant to home care will be accepted as long as they have comparable modules of an equivalent standard.</p>	<p>First Aid Responder (FAR) – Pre-Hospital Emergency Care Council (PHECC) accredited (<i>previously Occupational First Aid</i>);</p> <p>Safety Awareness;</p> <p>Infection Prevention and Control;</p> <p>Infection Prevention and Control HSeLanD Training;</p> <p>Dementia HSeLanD Training;</p> <p>Putting on and taking off Personal Protective Equipment (PPE) HSeLanD Training;</p> <p>GDPR HSeLanD Training</p>	<p>Application Form</p> <p>CV</p> <p>Interview</p> <p>Original Certificates or letters from Educational Institutes/ Establishments or QQI</p>
Experience	<p>Relevant Experience in Health Care.</p> <p>Experience in Caring for Others (<i>older persons and persons with disabilities</i>).</p>	<p>Care Skills and Personal Care Training and Experience</p>	<p>Interview</p> <p>Application Form</p> <p>Reference Checks</p>
Knowledge	<p>Demonstrates an understanding of the role of Home Care Support Worker.</p> <p>Competent in basic health care duties required for the post.</p> <p>Willing to develop skills and competencies relevant to the role and undergo education/training on an on-going basis.</p>		<p>Application Form</p> <p>Interview</p> <p>Induction</p> <p>Application Form</p>




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<p>Communication</p>	<p>Demonstrates good communication skills i.e., verbal, written, listening to engage with clients, families, carers, and colleagues and maintain the confidentiality of the service.</p> <p>Ability to understand and communicate effectively with clients.</p>		<p>Interview Application Form Induction</p>
<p>Interpersonal Skills</p>	<p>Able to communicate routine information to the Service User in a sensitive and professional manner.</p> <p>Must be able to interact at all levels of the organisation.</p> <p>Demonstrates self-awareness and empathy, i.e., strengths, weaknesses, personal qualities and skills.</p> <p>Ability to plan and complete care allocated in the Individual Care Plan and to organise workload in a methodical manner and deal with the unexpected should it arise.</p>		<p>Interview References Induction</p>
<p>Disposition / Personal</p>	<p>Demonstrates motivation, reliability and commitment.</p> <p>Ability to work on one's own initiative, independently as well as part of a wider multidisciplinary/multi-agency team.</p> <p>Demonstrates an ability to value the opinions of others.</p> <p>Must be willing to work as part of a team including work outside of normal hours.</p> <p>Demonstrates flexibility and adaptability.</p> <p>Ability to work in a challenging and busy environment.</p>		<p>Interview Application Form References Induction</p>
<p>Physical effort/skills</p>	<p>Fitness to do the job.</p> <p>Ability to work with manual-handling policy.</p> <p>Knowledge and trained in the use of hoists on the recommendation of Occupational Therapists (OTs) and Physiotherapists.</p> <p>Must be Hepatitis B immune or be willing to undergo an immunisation course.</p>		<p>Medical Certificate of Medical Fitness signed by Registered Medical Practitioner Induction Relevant Documentation</p>
<p>Other Requirements</p>	<p>Full clean Irish or EU driving licence and access to a car (where applicable).</p> <p>Valid car tax, NCT and insurance.</p> <p>Insurance Indemnity for RSG and HSE (where applicable)</p> <p>Satisfactory Garda Vetting</p> <p>International Police Clearance and Work Permit (<i>if/ where appropriate</i>)</p>		<p>Signed statement Relevant documentation</p>

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Job Description: Home Care Support Worker (HCSW)

As a Home Care Support Worker (HCSW) your role is to provide a service that meets the needs of the Service user and respects the rights, culture, dignity and care needs of the individual. You must respect the privacy of Service Users and Confidentiality must be maintained at all times. A certain degree of flexibility with regard to the reasonable functions and duties and days and times of the work (which may include weekend and Sunday work) you perform will be required in the interest of the smooth running and efficiency of the job.

Job Purpose:

- To provide a professional, caring and holistic enhanced Home Support Service/personal care service to the Older Person always as per the Individual Home Care Plan.
- To remain vigilant to the health and wellbeing of service users and report any additional care needs or deterioration in health and wellbeing immediately to a member of the Care Coordination Team.
- To assist the service user in their own home by providing care, practical support and promote independence which will sustain or improve their quality of life.
- To respect the confidentiality and privacy of your service user.
- To respect the dignity and rights of your service user.
- To work to agreed standards, policies and procedures and best practice at all times.
- To be accountable at all times in your dealing and complete reports/care books and the electronic clocking in system the Care Management System (CMS) etc., in an honest and appropriate manner.
- Comply fully will all company policies and procedures, including RSG's Safeguarding Vulnerable Persons at Risk Policy and Procedure, Mandatory Training Policy and Procedure (and attend training as appropriate), Personal Protection Equipment (PPE) and Infection Prevention and Control policies.
- Maintain a safe and healthy environment for one's own self and others in accordance with company risk management and infection control policies and procedures.
- Undertake assigned duties under the direction of the Care Coordination Team member in such a way as to ensure that care is of a high standard.
- Take responsibility for the safe handling of property and equipment belonging to the service user.
- Report all complaints in accordance with RSG's Complaints (Services) Policy.
- Access to transport as the service may require travel in rural areas. If availing of any travel expenses, you will be required to have full insurance and indemnity to County Roscommon Disability Support Group CLG (RSG) and the Health Service Executive (HSE).
- You will be required to work a flexible work pattern over a seven (7) day period, depending on the needs of the client and/or service.

Duties may include among other things assisting the Service User with some or all of the following, this list in not exhaustive and required services will vary depending upon individual needs.

Primary Duties:

- Duties will be as per the definite Individual Home Care Plan which may include assisting the service user in their own home, by providing all aspects of personal care; continence care and appropriate disposal; practical personal support; provide medical prompting and collection from pharmacy; observe dietary intake; meal preparation; essential household duties to ensure a safe environment; encourage and assist with light exercise; observe and report any changes in general health and well-being; shop for relevant food requirements and provide sessional home respite service.



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- Undertake essential household duties as per Individual Care Plan to maintain a safe environment pertaining to the Service User including basic kitchen/day living area, bathroom and bedroom hygiene, heating and fire preparation where appropriate, rubbish removal and disposal as required in bins provided.
- The Home Care Support Worker, the service user and a representative of County Roscommon Disability Support Group (RSG) will all work in conjunction to provide a Home Care Plan and a time rota plan which will include duties specific to the Individual needs of the Service User.
- Use Personal Protective Equipment where necessary i.e., gloves, apron and hand wash – all supplied by RSG and always keep hygiene as your main focus, in particular for Infection Prevention and Control.
- Provide medication prompting where required as per Individual Care Plan.
- Whilst undertaking meal preparation and cooking (where outlined on the Individual Care Plan) be mindful of hygiene-safe food; nutritional content; dietary needs and allergies. All tasks must be carried out with hygiene being the main focus.
- Observe dietary intake, and ensure food and fluids are consumed as per Individual Care Plan. If the Service User is experiencing ongoing difficulty eating or drinking, you must report this to a member of the Care Team and appropriately record in the Care Book.
- Patient Lifting and Manual Handling should be conducted in accordance with training guidelines. When assisting the Service User be aware at all times of your own health and safety and use appropriate lifting equipment i.e., hoist, banana board. Assist Service User with transfers.
- Care books, where service user consents to use, must be completed in daily recording the time you enter and leave the workplace and duties you completed. This is a valuable practice when there is a change in a Service Users condition/circumstances/routine and also gives relevant information to other Support Staff. If service users withdraw consent contact a member of the Care Team immediately.
- Report any change in Service User’s condition; changes in general health, well-being and skin integrity to a member of the Care Team and appropriately record in the Care Book.
- Health and Safety: All care practices must be in line with Health and Safety, and you must adhere to all training guidelines – operate safe working practices and procedures. All employees have responsibility for the management of risk in their workplace and report any hazards to Care Coordination Team.

Reporting Procedures:

- The Home Care Support Worker will be accountable to the Operations Manager/Clinical Governance Lead
- The Home Care Support Worker will report any concerns regarding the service user to a member of the Care Team.

County Roscommon Disability Support Group CLG is an Equal Opportunities Employer

Care Group West (Consortium with Galway Centre for Independent Living providing Home Support Services in the CHO2 area under HSE Service Agreement for Older Persons) will provide both on the job and class-based training throughout the year. All other matters relating to terms and conditions of employment are included in your contract of employment.

Signed:

Employee

Date: