

## **Job role information for workers in a care home service for adults**

The information detailed below is designed to support applicants to the SSSC Register who are working in a care home service for adults. The practices described below will vary depending on the individual applicant's job role, as determined by their employer. The information provided is intended to be used as a guide to assist employers when deciding which function category applies to any particular employee.

### **Manager of a care home service for adults**

Managers of a care home service for adults are workers who hold responsibilities for the overall management, development and quality assurance of care and support provided in a care home service, including the supervision of staff and the management of resources.

There are two parts to manager qualification requirements. Managers must have a practice and a management qualification.

The benchmark practice qualification for a manager of a care home service for adults is SVQ Social Services and Healthcare at SCQF level 9.

This qualification contains National Occupational Standards (NOS) which identify the skills, knowledge and values reflected in the job role. Any individual manager will, in their job role, evidence some although not all, of these standards.

The following general guidance is based on the particular skill sets that have been identified for specific practice areas. It is possible that the job of any individual manager may involve tasks that cross the range of skill sets identified within the NOS for SVQ Social Services and Healthcare SCQF Level 9.

The benchmark management qualifications are:

- SVQ Care Services Leadership and Management SCQF Level 10
- any award in management that is certificated at or above SCQF level 9\* (min 60 credits) and mapped against the NOS for Leadership and Management for Care Services at SCQF level 10.

\*Please note that on 1 January 2020, the minimum SCQF level increased from 8 to 9. We continue to accept qualifications that met the old requirement as long as individuals achieved them before 31 December 2019.

**A manager of a care home service for adults is likely to:**

- be registered with the Care Inspectorate (SCSWIS) as manager of the service
- be responsible for meeting regulatory requirements, including planning for inspections, evidence gathering, identification of gaps and taking action to meet requirements
- be responsible for leading the planning process for care or support plans
- be responsible for the continuing professional development of themselves and others through staff development and performance development review systems
- be the first point of contact for complaint handling
- establish their own understanding and that of others about safeguarding and what action to take in cases of actual or potential harm or abuse
- hold overall responsibility for budgets and oversee management and deployment of staff and resources for the service
- have overall responsibility for completing quality assurance processes for the service that you manage, for example, Care Inspectorate (SCSWIS) annual returns
- manage multi-agency working arrangements
- have overall responsibility for health and safety in the care home service for adults that they manage.

**A manager may also:**

- have overall responsibility for managing and developing workers within the service, for example, through providing or managing the provision of supervision, performance reviews
- lead and manage provision of the service, for example, implement systems, procedures and practice to support people who use the service; implement and review systems, procedures and practice to support this provision
- lead practice to reduce and prevent the risk of danger, harm and abuse, for example, lead shared evaluation of plans, systems and practices to help individuals manage, reduce and prevent the risk of danger, harm and abuse within the service
- develop joint working agreements and practices to deliver health and social care services
- monitor and manage the quality of the provision of your service
- contribute to the development of organisational policy and practice
- ensure compliance with legal, regulatory, ethical and social requirements
- lead practice that promotes the rights, responsibilities, equality and diversity of individuals.

## **Supervisor in a care home service for adults**

Supervisors in a care home service for adults have responsibility for supervising workers and overseeing and monitoring the implementation of care plans.

The benchmark practice qualification for a supervisor in a care home service for adults is SVQ 3 Social Services and Healthcare at SCQF level 7.

This qualification contains NOS which identify skills, knowledge and values reflected in the job role. Any individual supervisor will, in their job role, evidence some although not all, of these standards.

The following general guidance is based on the particular skill sets that have been identified for specific practice areas. It is possible that the job of any individual supervisor may involve tasks that cross the range of skill sets identified within the NOS for Social Services and Healthcare SCQF level 7.

The benchmark supervisory qualifications are:

- PDA Health and Social Care Supervision at SCQF 7
- a qualification that contains at least 15 credits at SCQF level 7 of supervision or management theory and practice specifically for a supervisor of a care service.

Meets full criteria:

- SVQ Social Services and Healthcare SCQF Level 9.

## **A supervisor in a care home service for adults is likely to:**

- promote effective communication within the service
- promote the health, safety and security of self and others for whom you are responsible within the service, for example, monitoring and maintaining health, safety and security; promoting working practices that are safe, healthy and secure; minimising risks arising from emergencies
- develop your practice within the service setting, for example, reflect on your own practice in the workplace and take action to enhance your practice by using opportunities for development
- promote the safeguarding of individuals, for example, establish your own understanding about safeguarding and what you must do in cases of actual or potential harm or abuse
- be responsible for assessment of care needs and the development and implementation of care plans
- be responsible for specific tasks noted within the skills sets for dementia and complex physical care needs amongst others.

**A supervisor will also undertake supervisory duties:**

- be responsible for the supervision of other workers, such as support workers, for example, supervising their practice and monitoring compliance in relation to policies, procedures and best practice relevant to the assessment of risk, safe working practices and safeguarding.

**Practitioner in a care home service for adults**

Practitioners in a care home service for adults provide care and support to adults using residential care and have responsibility for coordinating the implementation of care plans. This may include holding keyworker responsibilities.

The benchmark practice qualification for a practitioner in a care home service for adults is SVQ Social Services and Healthcare at SCQF level 7.

This qualification contains NOS which identify the skills, knowledge and values reflected in the job role. Any individual practitioner will, in their job role, evidence some although not all, of these standards.

The following general guidance is based on the particular skill sets that have been identified for specific practice areas. It is possible that the job of any individual practitioner may involve tasks that cross the range of skill sets identified within the NOS for SVQ Social Services and Healthcare at SCQF level 7.

**A practitioner in a care home service for adults is likely to:**

- monitor and maintain the health, safety and security of themselves and others for whom they are responsible and promote safe working practices
- contribute to the assessment of care or support needs and preferences of adults in care home settings
- support the development and implementation of care or support plans and contribute to the review of these plans
- develop and sustain effective relationships with staff in other agencies
- participate in inter-disciplinary team working to support individuals and others to assess individuals' needs
- work together to plan, implement and evaluate personalised care or support packages
- work with individuals to identify development activities
- plan, implement and evaluate the activities through working in partnership.

## **Support worker in a care home service for adults**

Support workers in a care home service for adults have delegated responsibility to provide care and support to adults using residential care.

The benchmark practice qualification for a support worker in a care home service for adults is SVQ Social Services and Healthcare at SCQF level 6.

This qualification contains the NOS which identify the skills, knowledge and values reflected in the job role. Any individual worker will, in their job role, evidence some although not all, of these standards.

The following general guidance is based on the particular skill sets that have been identified for specific practice areas. It is possible that the job of any individual worker may involve tasks that cross the range of skill sets identified within the NOS for SVQ Social Services and Healthcare at SCQF level 6.

### **A support worker in a care home service for adults is likely to:**

- support effective communication in care home services where adults are cared for or supported
- work with individuals to identify the support required for daily living and assist in activities to promote well-being and independence
- support individuals to communicate what they wish to eat and drink and prepare selected choices before serving food and drink, support the individual to eat and clear away when they have finished
- support individuals with their personal care needs including access and use of toilet facilities, maintain personal hygiene and manage personal appearance
- contribute to implementation of care or support plan activities by carrying out specific activities, provide feedback and contribute to revisions, for example, how well activities meet individual preferences and help to achieve planned outcomes
- uphold the rights of individuals including the right to be in control of their lives, to be respected and to have personal information kept private
- relate to individuals in ways that promote safeguarding, and work in ways that support rights, inclusion and wellbeing of individuals.

### **Support workers may also:**

- Monitor the health and wellbeing of individuals with specific health conditions.

### **Additional information**

If you need further guidance about registration, please contact the registration helpline 0345 60 30 891.