Rehab
Investing in People, Changing Perspectives

JOB DESCRIPTION
Care Worker

The Rehab Group is a charity that provides services for over 20,000 adults and children, and champions the value of diversity and inclusion for people with disabilities or disadvantage in their communities throughout Ireland and the UK.

We work with people with disabilities, people on the autism spectrum, people with mental health difficulties, people who are disadvantaged in some way in the labour market, and people who want a fresh start.

Our VISION is of a charity that champions the value of diversity and inclusion for people with a disability or disadvantage, in their communities. Together, we will constantly learn and seek to provide excellent services to foster and enhance social and economic independence.

Our MISSION is helping the people we serve to be more independent; helping them to contribute to and be more included in their communities; empowering them with the skills and confidence to be active in the workforce; and supporting them to be in charge of their health and wellness.

Our VALUES underpin all we do, shape who we are and how we work with one another, in our organisation and in the community:

Advocacy: Challenge exclusion and promote inclusion

Quality: Strive for excellence in all aspects of our work

Dignity: Respect the unique worth of every person (that includes people who access our services, families, employees and volunteers)

Justice: Act with integrity, honesty, commitment and accountability in everything we do to ensure equity, fairness and transparency

Team Work: Foster an environment that encourages change, growth, trust in our organisation and in partnership with others, working together as one Rehab team

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1. JOB PURPOSE

To facilitate a service user focused service to adults with varying disabilities & complex health needs that include, Intellectual Disability, Epilepsy and Parkinson' Disease.

2. MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE/TRAINING/KNOWLEDGE

Formal Education / Training	▪ Training in responses to behavior that challenges and medication management. ▪ Minimum of QQI Level 5 in Social Care
Work Experience	▪ Work Experience not essential but would be an advantage
Skills and Knowledge	▪ Understand the principles of care and how to put them into practice. ▪ Understand how to promote the Rehab values and work in a way which supports and respects diversity. ▪ Understand the importance of confidentiality, including what should be kept confidential and what should not be. ▪ Able to put into practice the Rehab Group policies and procedures about sharing information with others. ▪ Knowledge of the Rehab Group values, policies and procedures. ▪ Understand how to work well with colleagues across the Rehab Group and other organisations involved with the individual(s) you support. ▪ Understand how to support and work with unpaid carers, advocates, and family and friends. ▪ Know how to do the job safely and not put yourself, colleagues or the supported individuals at risk. ▪ Understanding of laws and regulations as they apply to the role. ▪ Know about communication, what helps and hinders communication and how to use it effectively. Know about, use and, understand different forms of communication. ▪ Understand the importance of record keeping and how you can make, use and keep records properly. ▪ Understand what laws, policies and procedures there are to protect individuals from abuse. ▪ Understand the importance of learning and development as part of the role and career development. ▪ Skills and knowledge in the areas of Autism, Intellectual Disability, Epilepsy and Downs Syndrome.

3. JOB DUTIES AND RESPONSIBILITIES

	Job Area
1.	Facilitate and implement a person centered service appropriate to the needs, wishes and requirements of service users.
2.	Provide personal assistance in all aspects of personal care and manual handling, ensuring comfort and hygiene of service users and adhering to safe practice at all times.
3.	Assist service users in the taking of medication in line with policy and procedure.
4.	Ensure that all interactions with service users are approached with dignity, respect, equality and incorporating choice.
5.	Actively participate in appropriate, educational, recreational and occupational programmes, enabling service users to integrate with their local community and access local resources.
6.	Ensure safe transportation of clients, by adhering to policy and procedure and the use of all safety equipment as appropriate.
7.	Assist with catering, cleaning, general domestic duties and the documentation of information within the service as deemed necessary.
8.	Promote and be actively involved in teamwork, creating a nurturing and supportive environment for service users.

4. COMMUNICATION AND WORKING RELATIONSHIPS

Typical Level of Interaction	☐ Standard: Typical interaction is to request and provide information. Courtesy, tact and effectiveness are required. X Advanced: Influence using logic and facts. Communication is important but not critical to the achievement of job objectives. ☐ Expert: Win the hearts and minds, changing opinion of people. Critical in achieving the job objectives.
Primary Audience (Internal)	Service Users, Co-workers, Team Leaders
Level of Audience (Internal)	X Clerical / Operational ☐ Supervisory / Junior Professional ☐ Middle Management / Seasoned Professional ☐ Senior / Top Management
Primary Audience (External)	Families, Clinicians
Level of Audience (External)	X Clerical / Operational ☐ Supervisory / Junior Professional ☐ Middle Management / Seasoned Professional ☐ Senior / Top Management

5. OPERATING ENVIRONMENT

This role requires the job holder to:

- To be able to work effectively in a team providing person centered support for service users.
- To be able to maintain the privacy and confidentiality of service users at all times.
- To be able to adhere to all policies and procedures.

7. KEY COMPETENCIES

The following competencies support the Group's vision, mission, key goals and objectives. Each of the competencies is divided into 4 levels: D = Developing / C = Competent / B = Advanced / A = Expert. The framework is built on the principle that Level D is built upon with seniority and accountability.

The framework comprises both 'organisational' and 'role specific' competencies. Organisational competencies refer to those behaviours that are essential for everyone working in the Rehab Group:- Respect for Others / Building Relationships and Communication/ Judgement & Decision Making

When selecting up to six (6) competencies for each job, the three (3) 'organisational' competencies must be included.

A commitment to living the organisational values of Team work, Dignity, Justice, Advocacy and Quality		
Respect for others	C: Competent	You respect the dignity and privacy of individuals. You ensure your own actions support the equality, diversity, rights and responsibilities of individuals, key people, your colleagues, your staff and any others you come into in the course of your work. You treat and value each person as an individual; listening to their needs and offering guidance in a non-judgmental way.
Building Relationships and Communication	C: Competent	You build constructive working relationships characterised by a high level of acceptance, cooperation, and mutual respect.
Judgement and Decision Making	C: Competent	You make timely, informed decisions that take into account the facts, goals, constraints, and risks.
Management and Delivery of Results	C: Competent	You support individuals to set and meet appropriate goals; thus helping them to retain, regain and develop the skills to manage their lives. You know what outcomes are important for your work and you focus resources to achieve them. You assist others with whom you work to set and achieve outcomes.
Promoting Choice, Independence, Health and Wellbeing	C: Competent	You develop and maintain effective relationships to promote the individual's choice about their care and well-being. You provide active support to enable individuals to identify and promote their own health and social well-being and to manage their own lives. You promote the independence of individuals, taking account of their needs and preferences in everything you do.
Advocacy	C: Competent	You support individuals to identify their needs and access relevant services. You advocate with and on behalf of individuals, according to their needs and wishes. You provide support to the individual to self-advocate. You use balanced judgement to decide when to advocate for the individual and when to encourage the individual to self-advocate.