

NATIONAL PROFILES FOR HOME CARE

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Profile Label:
Job Statement

Home Carer

1. Provides personal care to clients in their own home
2. Provides domestic services to clients in their own home
3. May prepare and/or cook meals

| Factor | Relevant Job Information | JE level |
|---|--|-----------------|
| 1. Communication & Relationship Skills | Provide and receive routine information using tact and persuasive skills, barriers to understanding Communicates with clients; encourages clients to accept services and take prescribed medicines | 3(a) |
| 2. Knowledge, Training & Experience | Understanding of a range of routine work procedures Knowledge of personal care and domestic procedures acquired through experience, NVQ Level 2 equivalent. | 2 |
| 3. Analytical & Judgemental Skills | Judgements regarding facts or situations some requiring analysis Identify and notify manager of any changes in client's circumstances, condition. | 2 |
| 4. Planning & Organisational Skills | Organise own time Plans own work activities | 1 |
| 5. Physical Skills | Physical skills obtained through practice Use hoists, range of domestic equipment; driving skills. | 2 |
| 6. Responsibility for Patient/Client Care | Provide personal care to clients. Assists with tasks such as dressing, feeding and toileting. | 3(a) |
| 7. Responsibility for Policy/Service Development | Follow policies in own role Follows departmental policies | 1 |
| 8. Responsibility for Financial & Physical Resources | Handle cash, valuables Collects client pensions, safeguards personal property. | 2(a) |
| 9. Responsibility for Human Resources | Demonstrate own activities to new or less experienced employees May demonstrate own duties | 1 |
| 10. Responsibility for Information Resources | Record personally generated information Completes own timesheets or similar records, may contribute to client records | 1 |
| 11. Responsibility for Research & Development | Undertake surveys, audits as necessary to own work May participate in surveys or equipment testing | 1 |
| 12. Freedom to Act | Standard operating procedures, supervision available Acts on own initiative in providing personal care in the community; supervision available | 2 |
| 13. Physical Effort | Frequent moderate physical effort for short periods/ occasional intense effort Duties include operating hoists, carrying coal, dressing clients/ bathing immobile clients | 3(c)- 4(c) |
| 14. Mental Effort | Frequent concentration, work pattern predictable Concentration required for carrying out personal care procedures, follows routine | 2(a) |
| 15. Emotional Effort | Occasional/ frequent distressing circumstances Care of the terminally ill. Dealing with clients with progressive diseases/challenging behaviour. | 2(a)- 3(a) |
| 16. Working Conditions | Some exposure to hazards; frequent highly unpleasant conditions. Physical aggression; body fluids, foul linen | 4 (a);(b) |
| JE Score/Band | 199 – 212 | Band 2 |

Profile Label
Job Statement

Home Carer Higher Level

1. Assists with the implementation of clinical and social care packages in the client's own home.
2. Provides personal care to clients in their own home.
3. Provides domestic services to clients as required.
4. Prepares and/or cook meals as required

| Factor | Relevant Job Information | JE level |
|---|--|---------------|
| 1. Communication & Relationship Skills | Provide and receive routine information, tact and persuasive skills, barriers to understanding Communicates with clients; encourages clients to accept services and take prescribed medicines | 3(a) |
| 2. Knowledge, Training & Experience | Understanding of a range of procedures requiring an intermediate level of theoretical knowledge Knowledge of personal care and clinical procedures acquired through training, experience to NVQ level 3 equivalent | 3 |
| 3. Analytical & Judgemental Skills | Judgements involving facts or situations, some requiring analysis Identifies, notifies manager of any changes in client's circumstances, condition. | 2 |
| 4. Planning & Organisational Skills | Organise own time Plans own work activities | 1 |
| 5. Physical Skills | Physical skills obtained through practice Fitting of convenes, changing of stoma bags, driving skills. | 2 |
| 6. Responsibility for Patient/Client Care | Implement care packages Undertakes a range of clinical and social care tasks, records clinical observations, assists with the implementation of physical mobility exercises | 4(a) |
| 7. Responsibility for Policy/Service Development | Follow policies in own role Follows departmental policies | 1 |
| 8. Responsibility for Financial & Physical Resources | Regularly handle cash, valuables, personal property. Collects pensions, safeguards valuables. | 2(a) |
| 9. Responsibility for Human Resources | Demonstrate own duties to new employees May demonstrate own duties | 1 |
| 10. Responsibility for Information Resources | Record personally generated information. Contributes to client records | 1 |
| 11. Responsibility for Research & Development | Undertake surveys/audits as necessary to own work May participate in surveys, equipment testing. | 1 |
| 12. Freedom to Act | Standard operating procedures, supervision available Acts on own initiative in providing client care in the community, supervision available | 2 |
| 13. Physical Effort | Frequent moderate effort for short periods/ occasional intense effort Duties include operating hoists, dressing clients/ bathing immobile clients | 3(c)-4(c) |
| 14. Mental Effort | Frequent concentration, work pattern predictable. Concentration required for carrying out personal care procedures, follows routine | 2(a) |
| 15. Emotional Effort | Occasional/ frequent distressing circumstances. Care of the terminally ill. Dealing with clients with progressive diseases/challenging behaviour, | 2(a)-3(a) |
| 16. Working Conditions | Some exposure to hazards; frequent highly unpleasant conditions. Physical aggression; body fluids, foul linen | 4 (a);(b) |
| JE Score/Band | JE Score 230 – 243 | Band 3 |

Profile Label:
Job Statement:

Home Care Organiser (Client Assessment)

1. Screens initial referral, assesses and determines nature and level of service delivery
2. Reviews home care packages.

| Factor | Relevant Job Information | JE level |
|---|--|----------------|
| 1. Communication & Relationship Skills | Provide and receive sensitive information, empathetic, negotiating skills, agreement or co-operation needed, barriers to understanding Communicates level of service to a range of providers, negotiates with clients and carers on service provision, barriers such as dementia | 4(a) |
| 2. Knowledge, Training & Experience | Knowledge of a range of procedures some of which are non-routine; intermediate level of theoretical knowledge Knowledge of legislation, policies, social needs of clients gained through training, experience to diploma level equivalent. | 4 |
| 3. Analytical & Judgemental Skills | Range of facts requiring analysis, comparison of range of options Assesses risk and needs of clients, determines a course of action. | 3 |
| 4. Planning & Organisational Skills | Plan, organise straightforward tasks, some ongoing. Plans own time, receiving and monitoring caseload. | 2 |
| 5. Physical Skills | Physical skills obtained through practice. Standard driving, keyboard skills. | 2 |
| 6. Responsibility for Patient/Client Care | Implement/develop care packages Determines nature and level of home care element as part of a wider package of care/ assesses home care needs as stand-alone package | 4(a)(c) – 5(a) |
| 7. Responsibility for Policy/Service Development | Follow policies, may be required to comment Follows departmental policies | 1 |
| 8. Responsibility for Financial & Physical Resources | Authorised signatory Makes or authorises small payments to clients. | 2(d) |
| 9. Responsibility for Human Resources | Demonstrate own activities to new or less experienced employees May demonstrate own activities | 1 |
| 10. Responsibility for Information Resources | Records personally generated information Update client records | 1 |
| 11. Responsibility for Research & Development | May participate in surveys, audits or equipment testing. Undertakes care audits | 1 |
| 12. Freedom to Act | Clearly defined occupational policies; work is managed rather than supervised. Works independently, manager available for advice | 3 |
| 13. Physical Effort | Combination of sitting, standing, walking. Light physical effort | 1 |
| 14. Mental Effort | Frequent concentration, work pattern predictable Concentration for assessment of care packages. | 2(a) |
| 15. Emotional Effort | Frequent distressing circumstances. Dealing with difficult family circumstances. | 3(a) |
| 16. Working Conditions | Occasional/frequent exposure to unpleasant conditions. Home visits. | 2(a)-3(a) |
| JE Score/Band | JE Score 286 – 299 | Band 4 |

Profile Label:
Job Statement:

Home Care Organiser (Staff)

1. Supervises and manages home care workers
2. Quality assures services to clients in their homes

| Factor | Relevant Job Information | JE level |
|--|---|-------------|
| 1. Communication & Relationship Skills | Provides and receives routine information requiring tact and/or persuasive skills. Persuading difficult clients. | 3(a) |
| 2. Knowledge, Training & Experience | Knowledge of a range of work procedures and practices, the majority non-routine; intermediate level theoretical knowledge. Knowledge of legislation, policies and social needs of clients gained through training and experience to diploma level equivalent. | 4 |
| 3. Analytical & Judgemental Skills | Range of facts or situations requiring analysis Resolving staffing issues, monitoring quality of service. | 3 |
| 4. Planning & Organisational Skills | Plan and organise complex activities or programmes, requiring formulation, adjustment. Allocation of tasks for staff on a daily basis to meet service requirements, adjusts to meet emergencies. | 3 |
| 5. Physical Skills | Physical skills obtained through practice. Standard driving, keyboard skills. | 2 |
| 6. Responsibility for Patient/Client Care | Provide non-clinical advice, information to patients/clients/relatives Provide advice to clients on a range of issues. | 2 |
| 7. Responsibility for Policy/Service Development | Implement policies and proposes changes to practices, procedures for own area Implements employment policies. | 2 |
| 8. Responsibility for Financial & Physical Resources | Authorised signatory ; hold delegated budget. Authorises overtime, travel expenses/budget holder. | 3(a) (d) |
| 9. Responsibility for Human Resources | Day to day management. Allocates work, recruitment and first level discipline of home care workers. | 3(a) |
| 10. Responsibility for Information Resources | Record personally generated information. Updates staff records. | 1 |
| 11. Responsibility for Research & Development | Undertake surveys and audits as necessary to own work within own area of work. Carries out audits | 1 |
| 12. Freedom to Act | Clearly defined occupational policies, work is managed rather than supervised. Work is managed rather than supervised. | 3 |
| 13. Physical Effort | Combination of sitting, standing, walking. Light physical effort. | 1 |
| 14. Mental Effort | Frequent concentration, work pattern unpredictable. Daily changes to staff rotas to ensure cover in emergencies. | 3(a) |
| 15. Emotional Effort | Occasional/frequent distressing or emotional circumstances. Imparts unwelcome news to staff. | 2-3(a) |
| 16. Working Conditions | Exposure to unpleasant working conditions is rare/occasional unpleasant conditions. Home visits. | 1-2(a) |
| JE Score/Band | JE Score 300 – 311 | Band 4 |

Profile Label:
Job Statement:

Home Care Team Leader (Staff Supervision and Client Assessment)

1. Screens initial referrals, assesses and determines nature and level of service delivery
2. Reviews home care packages
3. Supervises and manages home care workers
4. Quality assures home care services

| Factor | Relevant Job Information | JE level |
|---|--|---------------|
| 1. Communication & Relationship Skills | Provide and receive sensitive information, empathic, negotiating skills; agreement or co-operation needed; barriers to understanding. Communicates level of service to a range of providers; negotiates with clients and carers on service provision; barriers such as dementia. | 4 (a) |
| 2. Knowledge, Training & Experience | Knowledge of a range of procedures some of which are non-routine, intermediate level of theoretical knowledge Knowledge of legislation, policies, social needs of clients gained through training, experience to diploma level equivalent | 4 |
| 3. Analytical & Judgemental Skills | Range of facts or situations requiring analysis Assesses risk and needs of clients, determines courses of action. | 3 |
| 4. Planning & Organisational Skills | Plan, organise complex activities or programmes Plans complex staff rotas | 3 |
| 5. Physical Skills | Physical skills obtained through practice Standard driving, keyboard skills. | 2 |
| 6. Responsibility for Patient/Client Care | Implement care packages/ develop programmes of care Determines nature and level of home care element as part of a wider package of care/ assesses home care needs as stand-alone package | 4(a) -5(a) |
| 7. Responsibility for Policy/Service Development | Follow policies, may be required to comment Follows departmental policies | 1 |
| 8. Responsibility for Financial & Physical Resources | Authorised signatory; holds delegated budget. Authorises home carer overtime, travel expenses | 3(a) (d) |
| 9. Responsibility for Human Resources | Day to day management Allocates work, recruitment, informal discipline of home care workers | 3(a) |
| 10. Responsibility for Information Resources | Record personally generated information Maintains client and staff records. | 1 |
| 11. Responsibility for Research & Development | Undertake surveys and audits within own area of work Undertakes care audits | 1 |
| 12. Freedom to Act | Clearly defined occupational policies; work is managed rather than supervised. Works independently, manager available for reference | 3 |
| 13. Physical Effort | Combination of sitting, standing, walking Light physical effort | 1 |
| 14. Mental Effort | Frequent concentration, work pattern unpredictable. Daily changes to staff rotas to ensure cover in emergencies. | 3(a) |
| 15. Emotional Effort | Frequent distressing circumstances Dealing with difficult family circumstances. | 3(a) |
| 16. Working Conditions | Occasional unpleasant conditions Home visits | 2(a) |
| JE Score/Band | JE Score 328 – 336 | Band 5 |

Profile Label
Job Statement

Care Co-Ordinator

1. Co-ordinates the multi-disciplinary assessment of a client group e.g. older people with complex needs
2. Co-ordinate the provision of services to meet needs and develops care plans
3. Monitors and reviews care plan

| Factor | Relevant Job Information | JE Level |
|---|---|-----------------|
| 1. Communication & Relationship Skills | Provide and receive complex, sensitive or contentious information; hostile, antagonistic or highly emotive atmosphere. Communicates on issues of a sensitive nature such as finance/investigation role re: vulnerable adults. Explaining legislation, advocacy, negotiations. | 5(c) |
| 2. Knowledge, Training & Experience | Specialist knowledge across range of procedures underpinned by theory Professional knowledge acquired through relevant degree or equivalent supplemented by specialist training or equivalent experience to post graduate diploma level | 6 |
| 3. Analytical & Judgemental Skills | Range of facts or situations requiring analysis, comparison of a range of options. Assesses and manages risk. Decisions on care of vulnerable adults. | 4 |
| 4. Planning & Organisational Skills | Plan and organize complex activities or programmes requiring formulation, adjustment. Planning and co-ordinating multi-disciplinary activities e.g. case conferences and reviews, pre-discharge meetings with clients in hospital. | 3 |
| 5. Physical Skills | Physical skills obtained through practice. Standard driving/keyboard skills. | 2 |
| 6. Responsibility for Patient/Client Care | Develops programmes of care/care packages Co-ordinates and develops care packages for clients with complex needs. Monitors and reviews care packages. | 5(a) |
| 7. Responsibility for Policy/Service Development | Follow policies in own role, may be required to comment/implement policies propose changes to practices, procedures for own work area. Follows policies, makes comments on proposals for change/Proposes changes in policy or service within own area. | 1-2 |
| 8. Responsibility for Financial & Physical Resources | Authorised signatory, small/large payments; holds delegated budget Authorises payment for services/equipment/expenses; holds delegated budget for client group | 2(d)/3(a)(d) |
| 9. Responsibility for Human Resources | Demonstrate own activities to new or less experienced staff/professional supervision. Demonstrates own duties/Supervises work of students and others | 1 – 2(b) |
| 10. Responsibility for Information Resources | Records personally generated information Updates client/staff information | 1 |
| 11. Responsibility for Research & Development | Undertake surveys or audits as necessary to own work Undertakes audits | 1 |
| 12. Freedom to Act | Broad occupational policies. Autonomous working, not directly supervised, interprets legislation. | 4 |
| 13. Physical Effort | Combination of sitting, standing or walking Light physical effort. | 1 |
| 14. Mental Effort | Frequent concentration, work pattern unpredictable. Requirement for concentration when dealing with clients. Interruptions to deal with emergency situations. | 3(a) |
| 15. Emotional Effort | Frequent exposure to distressing/occasional exposure to highly distressing or emotional circumstances. Dealing with clients unable to return home, dementia/ abuse, terminal illness | 3(a)(b) |
| 16. Working Conditions | Occasional/frequent unpleasant conditions. Home visits | 2(a) – 3(a) |
| JE Score/Band | JE Score 418 – 446 | Band 6 |