

Moving into a residential or nursing home can be a stressful and anxious time for residents, carers and relatives. We will show empathy, sensitivity, compassion and understanding at all times.

Kind	Behaviour we expect	Behaviour we will not accept
	<ul style="list-style-type: none"> ✓ Treat everyone in a friendly, courteous manner, smile & make eye contact ✓ Help anyone who appears lost ✓ Listen t the wishes and preferences of patients ✓ Treat patients & colleagues with dignity & respect ✓ Understand people come from varied backgrounds; challenge bias, prejudice & intolerance 	<ul style="list-style-type: none"> ✗ Forgetting we are here to provide a service to residents ✗ Criticising colleagues/disagreeing with them in front of residents, visitors and other staff ✗ Appearing unapproachable or moody
Safe	<ul style="list-style-type: none"> ✓ Follow THE FED's procedures for hand hygiene ✓ Maintain privacy and ensure confidential information is kept safe and secure ✓ Learn from mistakes & ask for support where necessary ✓ Respond promptly to call bells, telephones & other requests for help ✓ Ensure appearance is professional & name badge is visible ✓ Keep work area clean, tidy & pick up litter when you see it ✓ Use plain language & speak in English when carrying out duties 	<ul style="list-style-type: none"> ✗ Imposing personal beliefs and opinions on residents ✗ Blaming others/other departments for mistakes ✗ Wearing inappropriate dress/or having an unprofessional appearance ✗ Being unsupportive of change/of new ideas for improvement ✗ Moaning and demoralising others without making an attempt to change things
Excellent	<ul style="list-style-type: none"> ✓ Provide consistently high quality care & service ✓ Look for better ways of working to achieve improvements ✓ Respect residents' time; apologise & explain if we keep people waiting ✓ Question poor practice process & behaviour ✓ Access opportunities for learning & development ✓ Uphold the values and be proud to be part of THE FED 	

PERSON SPECIFICATION

Post Title: Social Care Worker

Department: Clinical

Factors	Essential Criteria	How Evidenced *	Desirable Criteria	How Evidenced *
Qualifications	Literate & Numerate	AF/I		
	The commitment to work towards a QCF Level 2 in Health & Social Care.	AF/I/C		
Experience	Person centred approach	I	Previous experience of care of the elderly	AF/I
		I	Experience of delivering person centred care	AF/I
Knowledge	Demonstrate empathy for the needs of residents	I		
	Understand the importance of confidentiality and demonstrate a knowledge of how it can be maintained	I		
	Relate well to others	I		
Skills	Excellent communication skills	I	Basic computer skills	AF/I/Certificate
	To be able to work effectively as part of a team	I		
	Attention to detail	I		
	Able to recognise and prioritise workload effectively, especially in an emergency situation	I		
	Able to recognise the situation when a more senior member of staff is required	I		

Additional Requirements	Health & Safety requirements	AF		
	Committed to providing residents' care	I		
	The ability to understand and behave at all times, towards residents, visitors and colleagues according to the Company's values of kind, safe and excellent . This behaviour is outlined on the final page of this person specification.	I		
* Key: AF = Application Form		I = Interview		T = Test