



nm^{ds}-scTM
national minimum
data set for social care

job roles

version one 2005



INTRODUCTION

A total of 27 key social care job roles has been developed as part of the NMDS-SC. The job roles have been deliberately constructed to be broad, because they need to cover all parts of the adults' and children's social care workforce, from the smallest care home or day care centre to the largest local authority or NHS Trust, and to be as non-overlapping as possible.

The job roles have generally been defined by the nature of the (care providing) work involved, rather than by the job title or the qualifications required. This means that, to categorise workers, it is necessary to have a reasonable understanding of the nature of the work. In some larger organisations this information may have to be sought. Sessional and relief workers are included under the type of work they are doing at the time.

Of the 27 roles, 23 are directly involved with providing social care (including organising care provision), and the remaining four are supporting roles not directly involved in providing care.

In this document:

Each job role is accompanied by the following:

1. examples of the job titles which are included in the job role – but these are not exhaustive and there are some overlaps (because of the huge range of job titles which exist in social care) so should not be regarded as definitive;
2. a broad description;
3. the appropriate training route and qualifications insofar as they can be prescribed.

If you are aware of roles that should be included or of changes in training routes and qualifications, please email your suggestions to nmds@skillsforcare.org.uk

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JOB ROLE:**1. SENIOR MANAGEMENT****JOBS INCLUDED:**

Chief Executive • Director • Proprietor • Owner Manager

ROLE DESCRIPTION

Occupations whose main tasks consist of the leadership, direction and co-ordination of the functioning of the social care organisation at a strategic level, including the functioning of any internal departments and sections, often with the help of subordinate managers and supervisors. Includes Working Proprietors and Owner Managers of small businesses.

The work includes some or all of:

- overall responsibility for meeting legal requirements and National Minimum Standards
- overall responsibility for service users' experience of care
- overall responsibility for the quality of the work of staff
- determining staffing and financial needs and managing budgets
- monitoring, maintaining and improving care provision
- overall responsibility for the health and safety of staff and service users

TRAINING ROUTE/QUALIFICATIONS

A significant amount of knowledge of the service requirements associated with the efficient functioning of the organisation, and previous experience of working in a care or health setting.

They may have a mixture of qualifications, which could include a professional social work qualification, nursing, medical or management qualifications.

JOB ROLE:**2. MIDDLE MANAGEMENT****JOB INCLUDED:**

Assistant Director • Manager • Department Head • Area Manager • Project Manager (service provision)

ROLE DESCRIPTION

Occupations whose main tasks consist of assisting with the direction and co-ordination of the functioning of the social care organisation, including the management of any internal departments and sections, with the help of subordinate managers and supervisors as required.

The work includes some or all of:

- responsibility for meeting legal requirements and National Minimum Standards
- employing, supervising and managing staff
- responsibility for the quality of the work of staff
- determining staffing and financial needs and managing budgets
- monitoring, maintaining and improving service provision
- responsibility for the health and safety of staff
- involvement in individual staff training and development plans

TRAINING ROUTE/QUALIFICATIONS

A significant amount of knowledge of the service requirements associated with the efficient functioning of the organisation.

May have a mixture of qualifications which could include a professional social work qualification, management and professional qualifications.

JOB ROLE:**3. FIRST LINE MANAGER****JOBS INCLUDED:**

Team Leader • Team Manager • Officer in Charge • Service Manager • Service Co-ordinator
 • Matron (NB not NHS Modern Matrons) • Playgroup Leader • Residential Warden • Residential Unit Manager

Also includes:

- Assistant and Deputy Managers of above types • Senior Social Workers with staff management responsibilities
- Recipients of Direct Payments who employ Personal Assistants

Does NOT include Registered Managers (see Category 4). A First Line Manager who is also a Registered Manager should be recorded as a Registered Manager.

In the NHS, qualified healthcare staff are categorised as practitioners even if they have some management responsibilities

ROLE DESCRIPTION

Management of day to day provision of social care service(s).

A First Line Manager's role is to:

- manage the primary tasks and activities of the organisation
- have a key role in determining whether standards of practice are being consistently maintained
- support staff engaged in complex, personally-demanding work and ensure that staff are continually developed in knowledge-based practice

First Line Managers may also be involved in any or all of care planning, needs assessment, individual staff training plans and in meeting National Minimum Standards. Contact with service users relates to these aspects of their work, rather than front-line work at a supervisory level (see Category 5).

TRAINING ROUTE/QUALIFICATIONS

Knowledge of service requirements and previous experience of working in a care or health setting.

They may have a mixture of qualifications which could include a professional social work qualification, nursing, medical or management qualifications.

Topss England Leadership & Management Strategy recommends that First Line Managers should have a minimum Level 4 management qualification.

JOB ROLE:**4. REGISTERED MANAGER****JOBS INCLUDED:**
Registered Manager

Includes all designated Registered Managers, even if their managerial responsibilities may be better described by the previous 3 categories

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ROLE DESCRIPTION

This role is defined by the Care Standards Act 2000. Under this Act, the Registered Manager is responsible for the social care provision that he/she is managing.

TRAINING ROUTE/QUALIFICATIONS

A Registered Manager would have previous experience of working in a care or health setting, and may have a mixture of qualifications which could include social work, nursing, medical or management qualifications.

Under the Care Standards Act 2000, Registered Managers are required to have a *minimum* qualification that includes a vocational qualification, e.g. in Care or Health & Social Care, at level 4 plus a management qualification such as Registered Manager's Award.

JOB ROLE:**5. SUPERVISOR****JOBS INCLUDED:**

Supervisor • Care Officer • Care Supervisor • Supervisor of specific services, e.g. Meals on Wheels Supervisor

ROLE DESCRIPTION

This role involves supervision of the work of care workers and other front line workers and operational staff, including volunteers, and usually also involves some front line work with service users.

Supervisors can also be involved in any of :

- the design of individual care programmes for service users, working as part of a team with the manager and care workers and liaising with occupational therapists or social workers
- taking some responsibility for the smooth running of the care service
- administration and budgeting

Supervisors normally report to a Front Line Manager.

TRAINING ROUTE/QUALIFICATIONS

Knowledge and experience of the work being supervised.

Normally a NVQ level 3 qualification, plus relevant specific qualifications such as Food Hygiene Certificate, Moving and Positioning (Handling).

JOB ROLE:

6. SOCIAL WORKER**JOBS INCLUDED:**

Professionally-qualified social workers of all types and in all settings, e.g. field, Approved, medical, psychiatric, mental health, child protection, children & families, fostering & adoption

Includes: Care Manager, Care Navigator, Care Broker, Case Manager, Consultant (NHS) Senior Practitioner and other senior social work roles which do not involve management of staff

ROLE DESCRIPTION

Provide people with advice and emotional support and arrange care services to help people:

- live more successfully within their local communities
- adjust to changes in their lives, caused by illness, age-related problems, disability or bereavement
- with problems like depression, anxiety, schizophrenia and personality disorders

Social workers assess needs, develop care packages and review interventions. They usually operate as part of a team responsible for a number of cases, each requiring a different approach. Social workers operate within a complex legal framework associated with different service user groups, and work closely with organisations such as the police, health services, schools and probation services.

Social workers who specialise, e.g. in advocacy, youth offending, counselling, may be better included under these more specialise roles.

Care Manager, Care Navigator, Care Broker, Case Manager

Job titles used in some organisations for professional social workers who provide an assessment, care planning and care management service to service users, and work in partnership with statutory and independent sector agencies to deliver appropriate services. They assess the needs of service users and carers and devise individual care plans,

provide information and advice on resources available to service users and make recommendations about particular services. They manage the social care of service users, following the agreed care plan, coordinate services and support, and review care plans with service users at agreed intervals with the team manager.

All **NHS employed** social workers should be included here, even if they have staff management responsibilities.

TRAINING ROUTE/QUALIFICATIONS

A degree in social work approved by the General Social Care Council (GSCC), or previous professional qualifications including the Diploma in Social Work (DipSW), CSS, CQSW, which are still recognised (see data items relating to qualifications in the NMDS-SC)

Various post-qualifying awards are also available. Social workers are required by the GSCC as part of their registration to undertake continued professional development during their career.

JOB ROLE:

7. SENIOR CARE WORKER

JOBS INCLUDED:

Senior Care Worker • Senior Care Assistant

ROLE DESCRIPTION

As Care Worker/Assistant, with the additional duties of front line supervision and monitoring of care workers and care assistants. The Senior Care Worker will often be in charge of a shift of workers and will take responsibility for the smooth running of the service whilst they are on duty. They respond to emergencies and provide guidance and support to care workers.

TRAINING ROUTE/QUALIFICATIONS

Senior Care Workers often have a background in social care and might have achieved their NVQ in Care level 2/3. It is a requirement that they are qualified to an appropriate level and this is usually NVQ level 3.

Some may have nursing qualifications.

JOB ROLE:**8. CARE WORKER****JOBS INCLUDED:**

Care Worker • Care Assistant • Care Staff in all settings:
care homes, day care, domiciliary care, home care, residential child care

Includes: Driver/Care Assistant • Bus Escort • Personal Assistant to recipient of Direct Payments • Activity Worker

In some residential settings, e.g. in learning disability, the job title Support Worker is used to cover this role. The term 'Residential Social Worker' may also still be in use (professionally qualified social workers are in Category 6). In health settings jobs include Health Care Assistant, Nursing Auxiliary, Auxiliary Nurse, Clinical Support Worker, Therapy Assistant, Therapy Helper, Trainee Assistant Practitioner and Assistant Practitioner.

ROLE DESCRIPTION

Care Workers/Assistants are the front line staff in all care settings. They work with all types of service users receiving direct care. Their duties vary depending on the needs of the service user but can include:

- Assisting and enabling:
 - washing and dressing
 - taking food and refreshment
 - mobility
 - toileting
 - bed making
- Generally assisting with the service users' overall comfort and well being
- Providing interest and activities to stimulate and engage the service user
- Helping service users to live independently as far as possible
- Monitoring service users' conditions by taking temperature, pulse, respiration and weight.
- Contributing to record keeping

Care Workers work as part of a larger team and are supervised by a manager or senior care worker. Their work is defined by a care plan, which is developed by a social worker or care manager to meet the assessed needs of the

service user.

Personal Assistants:

Personal Assistants work with one or more service users, often Direct Payments Recipients, to support them in every aspect of their daily living and enabling them to live independently.

Health settings:

Healthcare Workers work under the guidance of a qualified healthcare professional. The role can be very varied depending upon the area in which the person is employed. Working alongside nurses, for example, they may sometimes be known as Nursing Auxiliaries or Auxiliary Nurses.

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JOB ROLE:**8. CARE WORKER**

(CONTINUED FROM PAGE 09)

Support Workers/Assistants;

Healthcare Workers working alongside Allied Health Professionals (AHPs) such as physiotherapists, podiatrists, speech and language therapists etc. are known as Clinical Support Workers, sometimes as Therapy Assistants or Therapy Helpers. Their duties (depending upon the form of therapy) include:

- Preparing patients for their therapy
- Setting up equipment to use in the session/treatment
- Assisting the therapist in the treatment itself
- Contributing to record keeping

Note that Occupational Therapy Assistants are included under Occupational Therapy (No. 15).

TRAINING ROUTE/QUALIFICATIONS

There are no specific minimum entry qualifications for the job.

Care Workers will undergo a Criminal Records Check to determine their suitability to work with vulnerable people, and are required to complete industry-standard induction training. Training is also given in food hygiene, first aid, manual handling and other aspects of health and safety.

For some jobs, e.g. in residential child care, there are minimum age requirements.

It is a regulatory requirement that some Care Workers eventually achieve NVQ level 2 in Care / Health & Social Care.

Experienced or 'specialist' Care Workers achieve a NVQ in Care / Health & Social Care at level 3 with modules that reflect their specialist area of practice.

Health Care Assistants and Auxiliary Nurses may have the opportunity to obtain an NVQ qualification in Health & Social Care up to level 3. Often, obtaining NVQ level 2 will lead to the person having more responsibility in terms of the role they are fulfilling; an NVQ Level 3 will meet the minimum entry requirements for entry into nurse training.

AHP Support Workers may also have the opportunity to obtain an NVQ in Support Services.

JOB ROLE:

9. COMMUNITY, SUPPORT AND OUTREACH WORK

JOBS INCLUDED:

- A wide range of job titles including: Social Work Assistant • Social Services Officer • Community Support Worker
- Home Care Support Worker • Mental Health Support Worker • Rehabilitation Worker (Visual Impairment)
 - Mental Health Outreach Worker • Children & Families Outreach Worker • Community Outreach Worker
 - Community Development Worker • Substance Misuse Worker • Youth Worker • Outreach Development Worker

Includes: trainee social workers and social work assistants and NHS STR (Support, Time and Recovery) workers

Does NOT include:

- NHS 'Support' Workers who are included under Care Workers.
- 'Support Workers' in some residential services whose role predominantly involves personal care and should therefore be classified as Care Workers

ROLE DESCRIPTION

The role of these workers is to help people overcome difficulties, cope with many aspects of everyday living (apart from education, employment and welfare rights – see separate Job Roles), develop socially and personally and live as independently as possible.

Their work is predominantly support and enabling, rather than predominantly personal care (see Care Worker), and involves providing advice and guidance as part of a range of support activities rather than a specialist service (see Advice, Guidance and Advocacy).

They work in teams with other professionals, including managers, social workers, other outreach and community support workers, drug action groups, youth offending services, and with the police, education authority and schools, health authorities, housing departments etc.

They provide support and guidance in various ways, including individual support and counselling via such activities as shopping with service users taking them to appointments, teaching Braille or how to use a long cane to get about, developing everyday skills such as how to make a

cup of tea or prepare and cook a meal safely, or simply being with them in their home environment. Other ways of providing support and guidance include organising activities such as sports, drama and educational activities; group discussions; compiling and disseminating information. These workers usually have a number of service users that they get to know very well. Some work in residential homes with long or short-term care residents, others provide support within the local community for service users who are in supported housing or living independently.

They can specialise in:

Mental health: supporting people with long-term mental health problems, helping them adapt to ordinary life within the community by developing coping skills rather than being institutionalised in a hospital or hostel. They may work within the service user's home, outside in the local area, on the wards of the local hospital, and in community or day centres.

Young people: working in youth clubs, drop-in centres, residential homes and elsewhere, helping young people at risk through drug and alcohol abuse, offending behaviour and the whole business of growing up.

JOB ROLE:**9. COMMUNITY, SUPPORT AND OUTREACH WORK**
(CONTINUED FROM PAGE 11)

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Substance misuse: providing a specialist service to children, young people and their families who present a range of agencies with substance misuse problems.

Families: visiting homes where parents are struggling to cope and where children are in danger from their own behaviour or that of others.

TRAINING ROUTE/QUALIFICATIONS

Variable.

For some roles no formal entry level qualifications, but a GNVQ in Health and Social Care is an advantage and entrants need to be literate and numerate. Previous experience of working with people in a social care/support setting can be very useful.

For others it is necessary to have at least one year's experience of working/caring for people with problems, and be willing to undertake further training. NVQ level 3 in Care is desirable, or be working towards an NVQ relevant to this area of work.

For yet other roles it is essential to have a particular qualification, such as NVQ 3 or 4 in Care or Health & Social

JOB ROLE:**10. EMPLOYMENT SUPPORT****JOBS INCLUDED:**

Day Work Worker • Supported Employment Worker • Employment Training Officer
• Employment Support Worker • Employment Adviser • Inclusion Worker

ROLE DESCRIPTION

This role specialises in supporting service users in obtaining and continuing in employment.

Employment Support staff identify employment opportunities for people with disabilities or the long-term unemployed by contacting employers, finding out about job openings and trying to match them up with service users whose skills and abilities they have assessed. They may also help with practical matters such as preparing CVs and coaching in interview skills. In addition, they assess any support service users may need in carrying out their job – such as special equipment, adaptations or help with personal care.

Employment support staff also work with employers, helping ease transition into the workplace and/or helping create individual training programmes, if required. They may arrange training for service users before putting them forward for work.

Part of the job involves regular communication with local employers to keep up-to-date with opportunities, and putting forward the idea of employing someone who is long-term unemployed (but perhaps newly retrained) or with a disability.

TRAINING ROUTE/QUALIFICATIONS

Various. Employment advisers need to have good people skills and some knowledge/experience of benefits and services available for the long-term unemployed and/or people with disabilities. Specific academic qualifications may be less important than life and career experience. Employment advisers often work towards NVQs/SVQs at level 3. For working with people with disabilities, NVQs/SVQs level 3 in Care or Training and Development are common examples.

JOB ROLE:**11. ADVICE, GUIDANCE AND ADVOCACY****JOBS INCLUDED:**

Welfare Rights Officer • Advocacy Worker • Advocate • Court Liaison Officer

ROLE DESCRIPTION

This is a specialised role focussing on matters related to legislation. Staff work on housing benefit, disabled living allowances, help for single parents with child benefits, council tax, employment benefit, sick pay, rent support, bereavement benefits, industrial injuries claims, etc. and may also deal with exemptions from certain charges (for prescriptions for example), concessions, free or low cost services and free aids, appliances and facilities, to advise service users and help those eligible to receive their full entitlement.

Their work includes:

- making an assessment of a service user's situation
- researching information using reference material and relevant websites
- giving advice on social security and tax credits legislation in confidential interviews, over the telephone, or by letter or email
- writing reports and/or appeal submissions
- representing claimants at tribunals and similar bodies
- providing support to service users getting their voices heard in planning for individual care or for service development

JOB ROLE:**12. EDUCATIONAL SUPPORT****JOBS INCLUDED:**

Learning Mentor • Education Welfare Officer • Connexions Personal Adviser
• Careers Adviser • Outdoor Education Worker

ROLE DESCRIPTION

This group of workers supports service users while they are within the education system.

Personal advisers in the Connexions Service provide information, advice, guidance and support to young people during their teenage years and as they move into adult life. They aim to help young people between 13 and 19 achieve their full potential, especially in learning. Much of the work involves direct contact with young people, working intensively on a one-to-one basis and less intensively with larger groups. Other tasks include liaising with outside organisations, working with parents and carers, and administration.

Learning mentors provide guidance to school children, college students and sometimes adults. The range of tasks may include:

- helping with school work
- advising on financial matters
- helping young people to plan for the future
- providing emotional support

Learning mentors work closely with teachers, parents, social workers, local government workers, careers advisors and

fellow learning mentors.

TRAINING ROUTE/QUALIFICATIONS

Variable.

Fully-qualified personal advisers have an NVQ/SVQ level 4 in a relevant professional discipline and extra training for Connexions. Experience of working with young people is important.

People generally work as learning mentors after gaining experience in other fields such as social work, counselling, teaching or youth welfare. Some authorities or companies may ask for qualifications such as English and maths (GCSEs/S) grades. Mature applicants are often welcomed and there is no set age limit.

JOB ROLE:**13. YOUTH OFFENDING SUPPORT****JOBS INCLUDED:**

Youth Offending Team (YOT) Officer • Youth Justice Officers • Social Workers (Youth Offending) • Youth Offending Support Worker • Intermediate Treatment Worker • Reparation Worker • Substance Misuse Worker

ROLE DESCRIPTION

The role of Youth Offending Teams (YOT) is to prevent young people from committing crime and to help offenders and their parents or guardians/carers to look at the possible causes of their behaviour so that it doesn't happen again. They work with young people - mainly 10-18 year olds - who are at various stages of the criminal justice system. Youth Offending Teams are multi-agency, made up of staff seconded from social services, police, health, probation, youth service and education welfare.

TRAINING ROUTE/QUALIFICATIONS

A professional social work qualification is often the minimum entry requirement, although some employers accept nationally recognised youth work or teaching qualifications. Experience of working with young people through the childcare or criminal justice system and a sound knowledge of both childcare and youth justice legislation can be an advantage.

JOB ROLE:**14. COUNSELLOR****JOBS INCLUDED:**

Counsellor

ROLE DESCRIPTION

Counsellors give people the opportunity to work through their feelings in complete confidence, by listening to what they have to say, and asking them questions to find out more.

They offer counselling to people seeking help for various reasons, e.g. coming to terms with the death of someone close, making life changes or wanting support to cope with a stressful workplace.

Some counsellors specialise, e.g. in relationship difficulties, AIDS, drug or alcohol misuse, or with particular age groups.

Counsellors either work for organisations such as schools, colleges, youth agencies, the voluntary sector and the NHS, or are self-employed. Many work part time or are volunteers.

TRAINING ROUTE/QUALIFICATIONS

It is necessary to fulfil the requirements of the British Association for Counselling and Psychotherapy (BACP) Counsellor / Psychotherapist Accreditation Scheme.

JOB ROLE:**15. OCCUPATIONAL THERAPIST****JOBS INCLUDED:**

Occupational Therapist, Specialist OT Practitioner • OT Assistant

Can work in any of the following service areas: physical rehabilitation; mental health; learning disability; primary care; paediatrics; environmental adaptation; care management; equipment for daily living; housing.

Includes Consultants in Occupational Therapy employed in the NHS.

ROLE DESCRIPTION

Occupational therapy is the assessment and treatment of physical and psychiatric conditions using specific, purposeful activity to prevent disability and promote independent function in all aspects of daily life.

Occupational Therapists work with people of all ages to help them overcome the effects of disability caused by physical or psychological illness, ageing or accident. They assess the disabled person and their carer/s to ascertain what is needed to increase independence. This may include provision of specialist equipment, or adaptations to the property, or advice on re-housing. It may also include functional treatment to improve range of movement, coping with perceptual or cognitive deficits, coping with sensory loss or mobility impairment.

Occupational Therapists also have knowledge of housing design and give advice to housing departments on mobility and wheelchair housing.

OT Assistants assist Occupational Therapists.

TRAINING ROUTE/QUALIFICATIONS

The professional qualification required is a degree or two-year postgraduate diploma in occupational therapy.

Practising Occupational Therapists have to be registered with the Health Professions Council.

OT Assistants are not required to have qualifications but would be expected to work towards NVQs.

JOB ROLE:**16. REGISTERED NURSE****JOBS INCLUDED:**

In social care settings: nursing roles

In the NHS, includes the following roles: Nurse Consultant • Modern Matron
• Nurse Manager • Registered sick children's nurse • Registered Midwife • Health Visitor

ROLE DESCRIPTION

Works predominantly on health care, rather than personal care, in the following areas:

Acute, General & Elderly (adults) caring for adults, elderly people and others who are ill, injured or have physical disabilities.

Paediatric (children's) caring for babies, children and adolescents who are ill, injured or have physical disabilities.

Maternity and Special Care Baby Unit (SCBU) nurses caring for newborns.

Community Learning Disabilities and Other Learning Disabilities nurses work with people with learning difficulties to help them become as independent as possible.

Community Psychiatry and Other Psychiatry (Mental Health) nurses help people suffering from mental health problems, e.g. personality disorders, neuroses, phobias, acute anxiety, alcohol dependency, severe eating disorders and depression.

Community Services: Practice Nurses are usually employed within a primary healthcare team and work with individuals and groups registered with the practice population, assessing, planning and evaluating nursing care to meet the needs of the population.

Education Services: School Nurses: role includes searching out health-related learning needs of children, adolescents and their families.

TRAINING ROUTE/QUALIFICATIONS

Diploma (3 years) or BSc Degree (3-4 years) in Nursing (half theory & half practice).

JOB ROLE:**17. ALLIED HEALTH PROFESSIONAL
(OTHER THAN OCCUPATIONAL THERAPIST)****JOBS INCLUDED:**

- Physiotherapist • Chiropodist / Podiatrist • Dietitian / Nutritionist • Drama Therapist • Dance Therapist
- Speech and Language Therapist • Art Therapist • Play Therapist • Prosthetist • Orthotist • Orthoptist
- Psychologist • Psychotherapist

ROLE DESCRIPTION**Physiotherapist**

Assess and treat people with physical problems caused by accident, ageing, disease or disability, using physical approaches in the alleviation of all aspects of the person's condition.

TRAINING ROUTE/QUALIFICATIONS

Degree in physiotherapy, or 2 year MSc for graduates of biological or sports science, leading to state registration.

ROLE DESCRIPTION**Chiropodist/Podiatrist**

Diagnose and treat abnormalities of the foot. They give professional advice on prevention of foot problems and on proper care of the foot.

TRAINING ROUTE/QUALIFICATIONS

Full-time degree in chiropody/podiatry.

ROLE DESCRIPTION**Dietitian/Nutritionist**

Translate the science of nutrition into practical information about food. They work with people to promote nutritional well being, prevent food related problems and treat disease.

TRAINING ROUTE/QUALIFICATIONS

Degree in dietetics and/or nutrition. Graduates of e.g. physiology or biochemistry may study 2 year postgraduate course.

ROLE DESCRIPTION**Drama Therapist**

Work with older people, disturbed adolescents, psychiatric patients or physically and mentally disabled people of all ages to help improve their balance, speech and overall basic social and life skills.

TRAINING ROUTE/QUALIFICATIONS

Postgraduate course in drama therapy (available full or

part-time), including theoretical and workshop study with work experience.

ROLE DESCRIPTION

Dance Therapist

Use dance to help people express their feelings, build up their confidence and develop their potential.

TRAINING ROUTE/QUALIFICATIONS

Postgraduate course in dance movement therapy

ROLE DESCRIPTION

Speech and Language Therapist

Work with people with communication and/or swallowing difficulties.

TRAINING ROUTE/QUALIFICATIONS

Degree in subject like speech and language therapy, clinical communication studies or speech pathology and therapy and speech sciences. One year supervised work before becoming registered with the Royal College of Speech and Language Therapists.

ROLE DESCRIPTION

Art Therapist

Provide a psychotherapeutic intervention which enables people to effect change and growth by the use of art materials to gain insight and promote the resolution of difficulties.

TRAINING ROUTE/QUALIFICATIONS

Postgraduate qualification (usually Diploma) in art therapy or art psychotherapy, following first degree in art and design (or similar) and/or psychology.

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JOB ROLE:**17. ALLIED HEALTH PROFESSIONAL
(OTHER THAN OCCUPATIONAL THERAPIST)**
(CONTINUED FROM PAGE 21)**ROLE DESCRIPTION****Play Therapist**

Help children to explore their feelings, to express themselves and to make sense of their life experiences.

TRAINING ROUTE/QUALIFICATIONS

Usual entrance via social work or occupational therapy, undertaking a course validated by British Association of Play Therapists.

ROLE DESCRIPTION**Prosthetist**

Provide care and advice on rehabilitation for patients who have lost or who were born without a limb, fitting the best possible artificial replacement.

TRAINING ROUTE/QUALIFICATIONS

Full-time 4 year degree BSc in prosthetics and orthotics, with final year spent in clinical practice.

ROLE DESCRIPTION**Orthotist**

Design and fit orthoses (calipers, braces etc.) which provide support to part of a patient's body, to compensate for paralysed muscles, provide relief from pain or prevent physical deformities from progressing.

TRAINING ROUTE/QUALIFICATIONS

Full-time 4 year degree BSc in prosthetics and orthotics, with final year spent in clinical practice.

ROLE DESCRIPTION**Orthoptist**

Diagnose and treat eye movement disorders and defects of binocular vision.

TRAINING ROUTE/QUALIFICATIONS

3 year full-time degree course. NHS work requires state registration.

ROLE DESCRIPTION

Psychologist

Study the human mind and the way it affects personality, learning, behaviour and physical health. Help people to reduce the psychological distress caused by problems like depression, relationship breakdown, illness or stress at work.

TRAINING ROUTE/QUALIFICATIONS

Degree in psychology followed (usually after a year of relevant work experience, e.g. as a care assistant or 'nightline' helper) by a postgraduate qualification to become a Chartered Psychologist as awarded by the British Psychological Society.

ROLE DESCRIPTION

Psychotherapist

Help people suffering from emotional or personal difficulties such as anxiety, phobias, eating disorders or depression, by listening to clients, drawing attention to patterns of behaviour and encouraging self-understanding. Can work as Child Psychotherapist or Adult Psychotherapist - for the latter must be a Clinical Psychologist or Psychiatrist specialising

in psychotherapy.

TRAINING ROUTE/QUALIFICATIONS

Degree in psychology and some professional experience in a relevant field (e.g. education, social work, psychiatric nursing) in order to enter postgraduate training.

JOB ROLE:**18. NURSERY NURSE****JOBS INCLUDED:**

Nursery Nurse • Early Years Specialist • Nanny

ROLE DESCRIPTION

Nursery nurses are qualified to work unsupervised with and to take responsibility for the children in their care.

They provide care and education for children aged between birth and eight years old. They use knowledge of child development to plan and supervise play and work activities, which help children learn and develop.

Their duties depend on the age of the children they care for. With babies, a lot of the work involves physical care. With toddlers, pre-school and older children they also focus on developing language skills and encouraging exploration of the world through play.

TRAINING ROUTE/QUALIFICATIONS

Various, including Diploma in Nursery Nursing, NVQ level 3 in Early Years Care and Education, Advanced Diploma in Child Care and Education.

JOB ROLE:**19. CHILDCARE WORKER OR CHILDCARE ASSISTANT****JOBS INCLUDED:**

Nursery Assistant • Nursery Worker • Childcare Assistant • Childcare Worker
• Early Years Level 2 Worker • Playworker • Assistant Playworker

Also includes Childminders

ROLE DESCRIPTION

Nursery Workers / Assistants assist Nursery Nurses in promoting the physical, social, intellectual and emotional development of children in their care. They are NOT qualified/allowed to work with children unsupervised.

Playworkers plan, organise and supervise play and activities for children and young people, with the aim of enabling children to experiment through play and participate in imaginative play, sports, drama, music, outdoor activities, cooking or creative activities. Most playwork is needed after school, at weekends and during school holidays. Playwork settings include schools, community centres, adventure playgrounds, church halls, play buses and leisure centres.

A **Registered Childminder** looks after children in the childminder's own home. Childminders cater for children's physical, educational, social and emotional needs by providing a warm, caring, secure environment, with stimulating play and learning activities.

TRAINING ROUTE/QUALIFICATIONS

No formal qualifications required, but most employers would encourage workers to register for and progress to NVQ

level 2 in Early Years Care and Education.

There are various qualifications, e.g. Council for Awards in Children's Care and Education (CACHE) Certificate in Child Care and Education, which are welcomed in such posts.

Childminders

As part of the National Daycare Standards, all childminders in England must complete a preparatory training course and a paediatric first aid course recognised by their local authority.

Ideally these should be taken before the childminder's registration with Ofsted is completed but may be taken up to six months from the date on their registration certificate. Currently, there is no requirement for an accredited qualification but childminders are strongly encouraged to work towards a relevant level 3 qualification.

JOB ROLE:**20. TEACHER (QUALIFIED)****JOBS INCLUDED:**

Nursery Teacher • School Teacher

ROLE DESCRIPTION

School teachers help children and young people to develop their abilities and achieve their full potential. They can choose to teach a particular age group, and this determines the type of school they work in and the subjects they teach. The age groups are:

- Nursery and primary school nursery classes (three to five year olds): teachers usually take their class for all lessons
- Primary (5 to 11 year olds): teachers teach most subjects to the same class
- Secondary (11 to 16 year olds, 11 to 19 if the school has a sixth form): teachers usually teach only one or two subjects to different classes.

TRAINING ROUTE/QUALIFICATIONS

The route to qualifying as a teacher in England and Wales is through an Initial Teacher Training (ITT) course to obtain Qualified Teacher Status (QTS). The main ways of training are:

- a first degree course leading to QTS/TQ
- a first degree followed by a Postgraduate Certificate of Education (PGCE)

JOB ROLE:**21. EDUCATIONAL ASSISTANT****JOBS INCLUDED:**

Educational Assistant • Teaching Assistant • Classroom Assistant • General Assistant • Learning Support Assistant
• Literacy and Numeracy Support • Special Needs Support • Minority Ethnic Pupil Support

ROLE DESCRIPTION

Non-teaching staff regularly employed to support teachers and pupils in the classroom. Work includes supervising small groups of children undertaking learning activities, assisting individual children to complete learning tasks, handling routine classroom administrative duties, assisting in managing pupil behaviour around the school, dealing with minor accidents.

Assistants are based in primary, secondary or special schools. In primary and special schools they may be mainly responsible for supporting one child or a small group of children with special needs, or be attached to a particular class. In secondary schools they are more likely to be working with one child across all areas of the curriculum. Some employing authorities in urban areas appoint staff to a central pool and deploy them to schools as required.

TRAINING ROUTE/QUALIFICATIONS

No entry qualifications required. Many schools prefer older entrants with previous child-care experience. Many teaching assistants are employed directly by the school or local education authority (LEA) and train on the job. There are a number of training opportunities and qualifications available including NVQs/SVQs levels 2 and 3 for teaching assistants and classroom assistants and vocationally-related qualifications such as CACHE or BTEC levels 2 and 3 certificates. There is a Foundation Degree for higher level Teaching Assistants.

A minimum age gap between Teaching Assistants and pupils may apply.

JOB ROLE:**22. TECHNICIAN (PROVIDING CARE)****JOBS INCLUDED:**

Equipment Technician • Equipment Aid • Rehabilitation Officer • Rehabilitation Engineer • Hearing Technician
• Guide Dog Assistant • IT Technician • School Laboratory Assistant • School Technician

Does not include technicians who have no involvement with service users – these are included under Ancillary Staff

ROLE DESCRIPTION

Work for and with service users on the provision, use and maintenance of appropriate aids and equipment of all types, including electronic and electro-mechanical equipment.

Technicians work with health and social care professionals and other members of teams to identify and meet service users' needs. The work may include some or all of:

- involvement in service user assessment
- adjusting and explaining equipment
- maintaining and servicing equipment
- ensuring performance and safety
- monitoring and recording service user activity and progress
- custom manufacture of aids such as wheelchairs and speech synthesisers for individual service users

TRAINING ROUTE/QUALIFICATIONS

No specific minimum entry requirements, but employers usually expect 4GCSE's (A-C), science A-Level/s, BTEC in electronics or an engineering degree.

JOB ROLE:

23. OTHER JOB ROLES DIRECTLY INVOLVED IN PROVIDING CARE

JOBS INCLUDED:

Directly care-providing job roles not covered by any of the above categories.

ROLE DESCRIPTION

Directly care-providing job roles not covered by any of the preceding categories 1-22.

JOB ROLE:**24. MANAGERS AND STAFF IN CARE-RELATED ROLES
(NOT PROVIDING CARE)****JOBS INCLUDED:**

Wide range at all levels

ROLE DESCRIPTION

A range of roles which are specific to social care and need a high level of knowledge of the care provision activities of the organisation, but are not directly involved in providing care.

Included are jobs involving:

- Training and staff development
- Assessment e.g. of NVQs
- Practice learning management
- Compliance, verification, quality control, quality assurance, standards, procedures, Best Value, performance assessment and review
- Procurement, commissioning, contracting, payments
- Liaison and coordination between different organisations, e.g. in multi-agency working, partnership working
- Research and planning
- Customer relations, complaints

Includes staff at all levels including those with management responsibilities in these work areas.

TRAINING ROUTE/QUALIFICATIONS

Various.

JOB ROLE:**25. ADMINISTRATION / OFFICE STAFF
(NOT PROVIDING CARE)****JOBS INCLUDED:**

- Personnel Officer • HR Manager • Clerical Worker • Receptionist
 • Secretary • Personal Assistant to Manager (NB not re. Independent Living) • WP Operator
 • Data Entry staff • Information and Communications Technology (ICT) • Accountant
 • Librarian • Interpreter • Analyst • Adviser • Researcher • Control Assistant
 • Architect • Lawyer • Surveyor • Marketing • other administrative jobs

ROLE DESCRIPTION

Administrative and office roles which are not specific to social care and can be found in many different types of organisation, including:

- Personnel and Human Resources (HR)
- IT, ICT
- Finance and accounting
- Information services
- Health and safety
- Transport services / fleet management (but drivers are Ancillary staff in category 26)
- Marketing, promotion, business development
- Interpreting service

Includes staff at all levels including those with management responsibilities in these work areas.

TRAINING ROUTE/QUALIFICATIONS

Various.

JOB ROLE:

26. ANCILLARY STAFF (NOT PROVIDING CARE)

JOBS INCLUDED:

Domestic Assistant • Domestic Staff • Cleaning Staff • Catering staff, Cook • Estate / premises management and maintenance staff • Driver, other transport staff • Housekeeper • Porter • Telephonist • Gardener/Grounds-person • Electrician • Fitter • Labourer • Plumber • Carpenter • Bricklayer • Painter/Decorator • Work Analyst • Chargehand • Works Supervisor • Engineer • Building Officer • Handyperson • Maintenance Craftsperson • Building Craftsperson • Mechanic • Apprentice • Technician – if not providing care • Sign maker or designer • Other

ROLE DESCRIPTION

Ancillary roles which are not specific to social care and can be found in many different types of organisation.

Includes staff at all levels including those with management responsibilities in these work areas.

Also includes the following NHS 'Support Workers': laundry workers, sewing room, Hospital Sterilisation & Decontamination Unit (HSDU) and Estates/Facilities.

TRAINING ROUTE/QUALIFICATIONS

Various.

JOB ROLE:

27. OTHER JOB ROLES (NOT PROVIDING CARE)

JOBS INCLUDED:

Other job roles (not providing care)

ROLE DESCRIPTION

Other job roles (not providing care)

Supporting job roles not covered by any of the preceding categories, which are not directly involved in providing care.

