

NMDS-SC JOB ROLES BOOKLET

Senior Management (BUDI Code 01)

JOB INCLUDED: Chief Executive • Director • Assistant Director • Head of Service • 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 and/or senior operational level, including the functioning of any internal departments and sections. Includes Working Proprietors and Owner Managers of small businesses. The work includes some or all of:

- Overall responsibility for meeting legal requirements of service provision
- 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

QUALIFICATIONS AND EXPERIENCE

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.

Middle Management (BUDI Code 02)

JOB INCLUDED: Principal Manager • Area Manager • Service Manager

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

QUALIFICATIONS AND EXPERIENCE

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.

First Line Manager (BUDI Code 03)

JOB 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
Does NOT include CQC Registered Managers (Registered Manager below). A First Line Manager who is also a CQC Registered Manager should be recorded as a CQC Registered Manager (see job role below).
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 required standards of quality and safety. Contact with service users usually relates to these aspects of their work rather than front line work at a supervisory level (see Category 5). Includes Team Managers who manage an establishment with a number of staff, provide staff appraisal and supervision, manage budgets and are the only manager within the establishment, but also provide direct care.

QUALIFICATIONS AND EXPERIENCE

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.

Registered Manager (with Care Quality Commission.) (BUDI Code 04)

JOB INCLUDED: Registered Manager: includes all designated CQC Registered Managers, even if their managerial responsibilities may be better described by the previous 3 categories

ROLE DESCRIPTION

This role is defined by the Health and Social Care Act 2008. Under this Act, the Registered Manager is responsible for the social care provision that he/she is managing.

QUALIFICATIONS AND EXPERIENCE

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. Registered managers of regulated activities must have the necessary qualifications, skills and experience. Skills for Care advises that a necessary qualification is the Level 5 Diploma in Leadership for Health and Social Care and CYP Services.

Supervisor (BUDI Code 05)

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.

QUALIFICATIONS AND EXPERIENCE

Knowledge and experience of the work being supervised. Often a Health and Social Care Diploma or equivalent, plus training.

Social Worker (BUDI Code 06)

JOBS INCLUDED: The term "Social Worker" is a protected title and can only be used by someone who is registered by the Health and Care Professions Council (HCPC) having been awarded a professional qualification in social work. This job role covers Social Workers in all settings e.g. field, approved mental health professional, medical, learning disabilities, child protection, children & families, fostering & adoption, Youth Offending Teams (YOTs).

SWs are sometimes employed in posts titled Care Manager, Care Navigator, Care Broker, Case Manager, Consultant Senior Practitioner and other senior social work roles which do not involve management of staff. If employed in a YOT they should be recorded under that job role.

If those posts are filled by someone who does not hold an HCPC recognised SW qualification (see below) then they should **not** be included under the Social Worker job role

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 plans 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 specialist roles.

Care Manager, Care Navigator, Care Broker, Case Manager Job titles used in some organisations for 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 develop individual care plans, provide information and advice on resources available to service users and make recommendations about particular services. They may 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.

QUALIFICATIONS AND EXPERIENCE

A degree in social work approved by the HCPC, or previous professional qualifications including the Diploma in Social Work (DipSW), CSS, CQSW, which are still recognised (These will be on the HCPC approved list). Various post-qualifying awards are also available.

Social workers are required by the HCPC as part of their registration to undertake continued professional development during their career.

Senior Care Worker (BUDI Code 07)

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.

QUALIFICATIONS AND EXPERIENCE

Senior Care Workers often have a background in social care and might have achieved a Level 2 or 3 in Health and Social Care (or Health and Social Care NVQs). Some may have nursing qualifications.

Care Worker (BUDI Code 08)

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

Includes: Care Assistant • Bus Escort • Personal Assistant to recipient of Direct Payments. 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' can only be used by Social Workers registered with the HCPC and should be included under Social Worker category above.

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
 - using the toilet
 - 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.

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

QUALIFICATIONS AND EXPERIENCE

There are no specific minimum entry qualifications for the job. Care Workers will undergo a criminal records and barring 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.

Community, Support and Outreach Work (BUDI Code 09)

JOBS INCLUDED: A wide range of job titles including: 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

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) 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. 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.

Substance misuse: providing a specialist service to children, young people and their families and adults with substance misuse problems.

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

QUALIFICATIONS AND EXPERIENCE

Variable. For some roles no formal entry level qualifications.

Employment Support (BUDI Code 10)

JOB INCLUDED: Supported Employment Worker • Employment Training Officer • Employment Support Worker • Employment Adviser

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

QUALIFICATIONS AND EXPERIENCE

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.

Advice, Guidance and Advocacy (BUDI Code 11)

JOB INCLUDED: Welfare Rights Officer • Advocacy Worker • Advocate • Court Liaison Officer

ROLE DESCRIPTION

This is a specialised role focussing on matters related to financial benefits provision. 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 person's financial 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

Educational Support (BUDI Code 12)

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.

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.

QUALIFICATIONS AND EXPERIENCE

Variable.

Youth Offending Support (BUDI Code 13)

JOBS INCLUDED: Youth Offending Team (YOT) Officer • Youth Justice Officers • Social Workers registered with HCPC (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.

QUALIFICATIONS AND EXPERIENCE

A range of professionals work in YOTs and qualifications include social work and nationally recognised youth work or teaching qualifications.

Counsellor (BUDI Code 14)

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, medical conditions, 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.

QUALIFICATIONS AND EXPERIENCE

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

Occupational Therapist (BUDI Code 15)

JOBS INCLUDED: Occupational Therapist, Specialist OT Practitioner

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.

QUALIFICATIONS AND EXPERIENCE

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 and Care Professions Council.

Occupational Therapist Assistant (BUDI Code 36)

Occupational Therapists Assistants work under the supervision of Occupational Therapists to gain supervised OT experience, many of whom will do so prior to studying for an OT qualification.

Registered Nurse (BUDI Code 16)

JOBS INCLUDED: In social care settings: nursing roles

In the NHS, includes the following roles: Nurse Consultant • 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.

QUALIFICATIONS AND EXPERIENCE

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

Allied Health Professional (BUDI Code 17)

(Other than Occupational Therapist)

JOBS INCLUDED: Physiotherapist • Chiropodist / Podiatrist • Dietician / 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.

QUALIFICATIONS AND EXPERIENCE:

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.

QUALIFICATIONS AND EXPERIENCE

Full-time degree in chiropody/podiatry.

ROLE DESCRIPTION - Dietician/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.

QUALIFICATIONS AND EXPERIENCE 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.

QUALIFICATIONS AND EXPERIENCE

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.

QUALIFICATIONS AND EXPERIENCE

Postgraduate course in dance movement therapy

ROLE DESCRIPTION - Speech and Language Therapist

Work with people with communication and/or swallowing difficulties.

QUALIFICATIONS AND EXPERIENCE

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.

QUALIFICATIONS AND EXPERIENCE

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

ROLE DESCRIPTION - Play Therapist

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

QUALIFICATIONS AND EXPERIENCE

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.

QUALIFICATIONS AND EXPERIENCE

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

ROLE DESCRIPTION - Orthotist

Design and fit orthoses (callipers, 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.

QUALIFICATIONS AND EXPERIENCE

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.

QUALIFICATIONS AND EXPERIENCE

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.

QUALIFICATIONS AND EXPERIENCE

Degree in psychology followed (usually after a year of relevant work experience) 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.

QUALIFICATIONS AND EXPERIENCE

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

Nursery Nurse (BUDI Code 18)

JOB 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.

QUALIFICATIONS AND EXPERIENCE

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

Childcare Worker or Childcare Assistant (BUDI Code 19)

JOBS INCLUDED:

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

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.

QUALIFICATIONS AND EXPERIENCE

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

Childminders

As part of the National Daycare Standards, all childminders in England need to be registered and 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.

Teacher (qualified) (BUDI Code 20)

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.

QUALIFICATIONS AND EXPERIENCE

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 or a first degree followed by a Postgraduate Certificate of Education (PGCE)

Educational Assistant (BUDI Code 21)

JOB 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 are 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.

QUALIFICATIONS AND EXPERIENCE

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.

Technician (BUDI Code 22)

JOB INCLUDED: Equipment Technician • 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 care 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 disabled living equipment such as wheelchairs and speech synthesisers for individual service users

QUALIFICATIONS AND EXPERIENCE

No specific minimum entry requirements, but employers usually expect a qualification in electronics or engineering.

Other job roles directly involved in providing care (BUDI Code 23)

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 categories above

Managers and staff in care-related but not care providing roles (BUDI Code 24)

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
- 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.

Administration / office staff (not providing care) (BUDI Code 25)

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 the category below)
- Marketing, promotion, business development
- Interpreting service

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

QUALIFICATIONS AND EXPERIENCE

Various.

Ancillary staff (not providing care) (BUDI Code 26)

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 • Charge hand • 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.

QUALIFICATIONS AND EXPERIENCE

Various.

Other job roles (not providing care) (BUDI Code 27)

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.

Personal Assistant (care and support) (Job role only relevant for people who employ their own care and support staff) (BUDI N/A)

JOBS INCLUDED: Personal Assistant, Care Worker, Support Worker, 'Carer'

ROLE DESCRIPTION

Personal Assistants work directly with one or more service users often direct employers, to support them in every aspect of their daily living and enable them to live as independently as possible.

Individual employers include recipients of direct payments and people receiving other types of funding to employ staff and people who pay for their staff themselves (self-funders).

Personal assistants carry out a wide range of tasks as required by the individual employer.

Typical tasks include:

- Personal care, including assistance with bodily functions such as feeding, bathing, and toileting if required; taking food, refreshment and medication; mobility; bed making; monitoring and recording temperature, pulse, respiration etc.
- Healthcare tasks such as dressings, catheter management, administration of medication.
- Support to assist with living independently as far as possible, including assistance as necessary with meal preparation, cooking, cleaning and domestic activities, shopping, social and leisure activities, attending appointments, administration and

paperwork, assisting with pets and gardening, generally assisting with overall comfort and well being; providing interest and activities to stimulate and engage.

QUALIFICATIONS AND EXPERIENCE

There are no formal qualifications or academic entry requirements, and the skills, experience and personal attributes required will largely depend on those the individual employer is seeking.

Activities Worker or Coordinator (BUDI Code 34)

JOBS INCLUDED: Activities Organiser, Support Worker, Activities Coordinator

ROLE DESCRIPTION:

The role of these workers is to facilitate the delivery of an activity and social programme to service users in residential care, day care, domiciliary and community care settings. They are responsible for supporting residents and ensuring their welfare, seeking to identify and meet their individual needs and stimulating new interests and skills; assisting residents in arranging and participating in social activities within the setting and outside in the wider community.

Activities coordinators are involved in planning, implementing and evaluating a programme for each resident. They assist in promoting social, intellectual and other recreational activities.

QUALIFICATIONS AND EXPERIENCE:

Activities coordinators will usually have experience of working with vulnerable adults in a Residential, Community or Voluntary setting and have experience of organising activities for any of the following groups; older people, carers, learning disabilities, mental health, physically disabled. They will usually have undertaken training in aspects of care practice and might have achieved a QCF Level 2 Diploma in Health and Social Care or equivalent. A qualification in a relevant activity field such as drama, crafts, exercise, music, reminiscence or similar may also be held.

Safeguarding and Reviewing Officer (BUDI Code 35)

JOBS INCLUDE: Independent Reviewing Officer, Reviewing Officer, Safeguarding Coordinator, Safeguarding Practice Officer, Senior Adult Protection Coordinator, Safeguarding Support Officer, Safeguarding Information Officer.

ROLE DESCRIPTION:

Occupations whose main tasks consist of ensuring that Social Care employers deliver high quality services, ensuring that vulnerable service users are protected from abuse.

This role often involves ensuring that statutory requirements and social services departments' policy and procedures are adhered to and ensuring lessons learned from practice are shared to drive service improvement.

This work includes some or all of:

- arranging case reviews, chairing them and following them up as appropriate
- involving service users and their carer(s) where appropriate in case reviews
- monitoring the progress of reviews in commissioning and provider teams/units
- enabling stakeholders to identify issues relating to the potential abuse of vulnerable service users and planning appropriate responses and ensuring these responses are implemented
- contribute to the revision of safeguarding policies and procedures in line with direction from regulatory bodies
- contribute to the creation, planning, delivery and evaluation of training packages to multi-disciplinary staff
- provide practice guidance, supervision and mentoring to staff involved in safeguarding

TRAINING ROUTE/QUALIFICATION:

May have a mixture of qualifications including a social work qualification and registered with HCPC and knowledge of relevant social care legislation.

A Safeguarding Officer will have knowledge of current Safeguarding guidance, related legislation and experience of assessment, care planning and reviewing under Community Care legislation. They may also have experience of chairing and recording reviews and of multi-disciplinary working.

They may have knowledge or training, in areas which could include community care legislation, moving and handling people, equality and diversity, equal opportunities and needs led assessments.

Nursing associates (BUDI Code 37)

ROLE DESCRIPTION:

Nursing associates provide care and support for patients and service users, and can work across a variety of care settings with people of all ages. The role is a level 5 position, typically amounting to two years of higher education. It was designed to support registered nurses, allowing them to focus on more complex clinical issues.

Nursing associates promote health and prevent ill health, providing and monitoring care of the individual. They work in teams, alongside registered nurses, to improve the safety and quality of care. Nursing associates contribute to providing integrated care for the individual. Duties are likely to include:

- undertaking clinical tasks including cannulation, venepuncture and ECGs
- supporting individuals and their families and carers when faced with unwelcome news and life-changing diagnoses
- performing and recording clinical observations such as blood pressure, temperature, respirations and pulse
- discussing and sharing information with registered nurses on a patients' condition, behaviour, activity and responses
- ensuring the privacy, dignity and safety of individuals is maintained at all times
- recognising issues relating to safeguarding vulnerable children and adults

TRAINING ROUTE/QUALIFICATION

To begin training as a nursing associate, there is a requirement for GCSEs grade 9 to 4 (A to C) in maths and English, or key skills level 2 in maths and English. This demonstrates the ability to study to level 5 foundation degree level, and commit to completing the Nursing Associate Apprenticeship programme. We anticipate that nursing associate programmes will be foundation degrees, which are typically two years of higher level study. Information about the Nurse Associate programme is available [here](#).

Nursing assistant (BUDI Code 38)

ROLE DESCRIPTION:

A nursing assistant supports nurses on a daily basis to help with providing residential care, person-centred care planning, and ensuring that care staff are supported. Nursing assistants help to improve the quality of care for residents.

Duties are likely to include:

- Catheter and wound care
- Leadership including risk assessment
- Supporting residents with nutritional and hydration needs
- Other direct clinical tasks, under the supervision and guidance of the qualified nurse

TRAINING ROUTE/QUALIFICATION

Nursing assistants are likely to have worked in the role of carer or senior carer and will have achieved a minimum of a level 2 qualification. Training to become a nursing assistant is usually delivered in-house as part of a nursing assistant training programme.

Assessment officer (BUDI Code 39)

JOBS INCLUDE: Assessment officer, Social care officer.

ROLE DESCRIPTION:

Assessment officers provide assistance to social work teams to deliver services in accordance with agreed objectives, quality and performance standards. The role helps to achieve improved outcomes for individuals and families.

Tasks include carrying out statutory needs assessments, and planning, monitoring and reviewing services for individuals funding and arranging their own care and support. Assessment officers provide advice, information and support to the individuals receiving care, their families and carers, and care professionals supporting them.

TRAINING ROUTE/QUALIFICATION

Level 3 Health and social care qualification

Care coordinator (BUDI Code 40)

ROLE DESCRIPTION:

Care coordinators develop care plans and rearrange them when difficulties arise. They may conduct visits to people who use the services of the organisation, patients, monitoring the care that they are receiving and documenting this accordingly. The Care coordinator will also work with the wider care team to evaluate interventions and identify where and when further ones will be required.

Ensuring a seamless service provision reduces the risk of the patient deteriorating and therefore reduces overall cost of care and chance of future interventions being required.

TRAINING ROUTE/QUALIFICATION

Level 2 Health and Social Care qualification as a minimum and may already have experience of working in a domiciliary or similar care setting at Care Assistant or Senior Carer level. Because of the requirement to conduct visits to patients, most of these roles require a clean and full driving licence.

Care navigator (BUDI Code 41)

JOBS INCLUDE: Health and social care navigator, Social prescriber / link worker, Community connector, Non-clinical navigators, Care coordinator, Locality navigator, Stroke navigator, Primary care navigators for dementia.

ROLE DESCRIPTION:

There is no universal definition of care navigation or a 'care navigator'. Navigation at its heart is a coordination process and key ingredient to achieving an integrated care provision to improve health and well-being. A person working in care navigation is usually based in a multidisciplinary team, helps identify and signpost people to available services, acting as link workers. The person who provides care navigation is therefore an important (though alone not sufficient) lynch-pin or enabler to achieving integrated care provision. In some areas there are different levels of Care Navigator (bronze, silver and gold) which relates to levels of responsibility and training/qualifications.

Key elements of navigation include:

- Work at the interface of health, social care, voluntary and other local services.
- Offer information to clients/carers for services and finance support.
- Signpost to range of services from multiple organisations.
- Enable the health and wellbeing of others.
- Central coordination role on behalf of the client working with the wider care team.
- Care plan facilitation.
- Single point of contact.
- Work embedded with MDT.
- Broad assessment of client's own goals; health coaching.
- Support people and their carers with long term conditions.
- Self-management support.

TRAINING ROUTE/QUALIFICATION

In some areas there are different levels of Care Navigator which are related to training commissioned by the local CCG (bronze, silver and gold) relating to HEE standard core competencies. However, training routes and qualifications vary across England.