



Working in Adult Social Care

in Shropshire, Telford & Wrekin



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough



Shropshire
Council



Working in Shropshire, Telford & Wrekin

Join the 15,000 people working in adult social care, in Shropshire, Telford and Wrekin. There is a wide variety of employers and job opportunities, including direct care and support roles.

Shropshire offers stunning countryside, fantastic local amenities, and provides various town and village locations for you to lay down roots and find your perfect career in social care. In fact, several of our market towns have been voted as some of the best and healthiest places to live in England and the West Midlands in recent years.

With services such as Residential and Nursing Homes, Homecare, Learning Disability, Shared Lives and Supported Living. Starting a career in social care has never been easier.

Local care providers offer flexible hours, on-the-job training, and ongoing support, making this a great choice whether you are new to the world of work or recently retired and looking for a new challenge.

To find social care jobs near you visit:
www.stw-healthcare.co.uk/social-care

Find out more about a beautiful county at www.visitshropshire.co.uk

If you need support to apply for care roles in Telford and Wrekin, the **Job Box team** is here to help. Find out more on www.telfordjobbox.co.uk or call **01952 382 888**.

What type of person do I need to be?

Our values and behaviours influence who we are, the way we live and the way we treat people. Here are some of the values and behaviours you may need to work in social care:

VALUES AND BEHAVIOURS

- Compassionate
- Dignity and Respect
- Loyal and Trustworthy
- Kind
- Committed to quality care and making a positive difference to people's lives

Each role requires a certain set of skills, with some specific to the job itself. However, there are some skills everyone needs to have to succeed in this sector, some of these include:

SKILLS

- Excellent communicator
- Good time keeping
- Use your own initiative and work as part of a team

Benefits you can receive when working in Adult Social Care:

BENEFITS

- Full training provided
- Bonus incentives
- Paid travel time and mileage
- Enhanced weekend rates
- Holiday pay
- Free uniform
- Contributory pension scheme
- Referral reward scheme, unlimited referrals
- Progression opportunities
- Access to the 'blue light card' scheme that offers discounts in a range of shops both online and on the high street
- Opportunity to complete an Apprenticeship or Diploma



Job Roles in Adult Social Care

There are many different job roles in adult social care and the following list is not exhaustive but will provide an overview of a few of them.

Support Worker / Care Assistant

You will work with people who need direct care and support within a residential or nursing home.

TASKS MAY INCLUDE:

- Providing personal care, washing and dressing, oral care
- Providing support to help service users maintain their independence
- Providing emotional support
- Food preparation
- Supporting medication administration
- Maintaining accurate records
- Domestic tasks

QUALIFICATIONS AND EXPERIENCE:

Experience is desirable but not essential.
There are no set entry qualifications as full training will be provided.

Home Care Assistant / Community Care Worker

You will work with people who need direct care and support within their own homes, out in the community or as a live-in carer.

TASKS MAY INCLUDE:

- Providing personal care, washing and dressing, oral care
- Supporting people to attend appointments, go shopping and socialise
- Providing emotional support
- Food preparation
- Supporting medication administration
- Domestic tasks
- Respite Care

“It’s not just about personal care it’s so much more than that. We spend time with people and get to know them. We become their family and sometimes we are the only people they see in a day. They look forward to my knock on the door.”

Michelle Cadman,
Homecare Assistant.
ASTAR HOMECARE,
WHITCHURCH.

QUALIFICATIONS AND EXPERIENCE:

Experience is desirable but not essential.
There are no set entry qualifications as full training will be provided.

Support Worker / Care Assistant (Nights)

You will work with people who need direct care and support within a residential or nursing home working night shifts.

TASKS MAY INCLUDE:

- Ensuring the welfare of residents a night including security of the home
- Providing personal care, washing and dressing, oral care
- Providing support to help service users maintain their independence
- Providing emotional support
- Supporting medication administration
- Maintaining accurate records
- Domestic tasks

“Being a care assistant involves getting to know customers individually on every level; emotionally, mentally and psychologically, as well as understanding all their physical and health needs and thus utilising one’s knowledge skillfully and intelligently, and also engaging them in interests and activities that interest them.”

Claire Matthews.

**BLUEBIRD CARE,
SHREWSBURY.**

QUALIFICATIONS AND EXPERIENCE:

Experience is desirable but not essential.

There are no set entry qualifications as full training will be provided.

Senior Care Assistant

Alongside providing direct care you will lead, coordinate, and supervise support workers/care assistants.

“Being offered the opportunity to apply for a Senior Carer role meant I could continue learning and help to get the home to where we all believed it should be. **I loved my new role as much as I had my first, I had a lot more responsibility and jobs to do but I went home happy and feeling fulfilled.**”

Niki West,
Senior Care Assistant.
ST GEORGE’S PARK.

TASKS MAY INCLUDE:

- Supervising a team of care assistants
- Supporting the clinical team in a specific area e.g., medication, assessments, care plans or care reviews

QUALIFICATIONS AND EXPERIENCE:

Level 3 Diploma or equivalent in Health and Social Care and experience in the health and social care sector as a senior.

Activities Coordinator

You will design and lead group and one-to-one activities which enhance quality of life for the service users. This role could be in a residential or nursing home, a community care setting or in an individual's home.

TASKS MAY INCLUDE:

- Arranging appropriate activities and produce a programme
- Coordinating meetings to engage residents and gather feedback
- Coordinating special celebrations for residents including birthdays
- Arranging transport for external activities
- Maintaining communications within the home to promote social activity



QUALIFICATIONS AND EXPERIENCE:

Experience working in a health and social care setting.

“From a pianist at a tea party to scrabble with a cup of tea. Variety is the spice of life as a Social Life Coordinator. My mission is to ensure we provide just the right amount of individual and group activities, based on the preferences of our residents.”

**Debbie Rees,
Social Life Coordinator.
ISLE COURT, SHREWSBURY.**

Deputy Manager

You will oversee/maintain the care of service users in the absence of the Registered Manager. You will take responsibility for day-to-day running of the service and ensure all policies and procedures are followed.

TASKS MAY INCLUDE:

- Liaising with prospective service users / families discussing care requirements
- Responsibility for infection prevention and control, staff training and link nurse responsibilities
- Monitoring off duty and staff rotas to ensure safe staffing levels

QUALIFICATIONS AND EXPERIENCE:

Experience leading and managing a team, with knowledge of CQC regulatory framework.

Registered Manager

You will take overall responsibility for all aspects of running a care service ensuring compliance with all relevant legislation and standards.

TASKS MAY INCLUDE:

- Overseeing the running of the care service
- Leadership and management of the staff team
- Managing budgets and contracts
- Making strategic decisions about the future and growth of your care service
- Ensuring compliance with requirements of the Health and Safety Act 2008 (Regulated Activities)

“I also get to make work life nice for our team and support them through so many things. I have watched people blossom. **So many people have not done care before, thinking they won't be able to and its then the best decision they ever made!** You really do get job satisfaction.”

Gillian Holden
ASTAR HOMECARE,
WHITCHURCH.

QUALIFICATIONS AND EXPERIENCE:

Experience in managing and developing a staff team with an understanding of CQC assessment criteria. Be qualified or willing to complete the Level 5 Diploma in Health and Social Care.



Registered Nurse

As a qualified registered nurse (with a valid registration) you will provide high quality nursing care.

TASKS MAY INCLUDE:

- Planning, assessing, delivering and evaluating tailored care plans for service users
- Providing high standards of medical or end of life care
- Overseeing clinical interventions
- Oversight of medical administration
- Administering medication
- Maintaining accurate drug records

“Good nursing demands not simply clinical knowledge and understanding, but a desire to genuinely help those in our care. Our sole purpose here is to bring this quality of care to every resident, every day.”

Leah Soriano,
Registered Nurse.

STRETTON HALL
NURSING HOME,
CHURCH STRETTON.

QUALIFICATIONS AND EXPERIENCE:

Experience of working in a care setting is essential along with an active nurse registration and up-to-date clinical knowledge.



Administrator / Administrative Assistant

You will support the administrative function of the organisation and oversee the day-to-day operations of the office environment.

TASKS MAY INCLUDE:

- Implementing and ensuring efficient use of information technology systems
- Planning and managing the rota
- Reporting of staff sickness, annual leave, and additional hours
- Providing confidential administrative support to the management team
- Local marketing activities including recruitment processes

QUALIFICATIONS AND EXPERIENCE:

Experience of working in an office environment, with strong written and verbal communication skills as well as being computer literate and able to use IT systems confidently.



Maintenance

You will work within a residential or nursing home to provide all-round maintenance support.

TASKS MAY INCLUDE:

- Decoration and internal painting of the building
- Maintenance of drains, gullies, grease traps, footpaths etc.
- Carrying out and recording regular checks on control equipment including water temperature, fire alarms, emergency lighting and generators
- Providing excellent workmanship adhering to Health and Safety requirements
- Reporting equipment defects as appropriate

“I feel integral to how we look after our residents here, ensuring everything about the home runs smoothly. No job is too small, after all, it’s often the small things that make the difference.”

Geoff Lucas,
Maintenance Operative.
OLDBURY GRANGE,
BRIDGNORTH.

QUALIFICATIONS AND EXPERIENCE:

An ability to carry out a range of basic electrical, mechanical, carpentry, gardening, and plumbing activities. Experience in the Health and Social Care sector is desirable but not essential.



Housekeeper / Domestic Assistant

You will ensure the environment is welcoming and comfortable for residents.

TASKS MAY INCLUDE:

- Dusting, polishing & hoovering
- Cleaning of residents’ bedrooms & bathrooms, communal areas and offices
- Supporting Care Assistants with tidying up after meals, including the washing up, cleaning and putting away of crockery, cutlery and utensils
- Keeping records of housekeeping stocks and ordering supplies

QUALIFICATIONS AND EXPERIENCE:

Experience working as a housekeeper or cleaner and the ability to work as part of a team.

Kitchen / Catering Assistant

You will work within a residential or nursing home taking an active role supporting the head chef.

TASKS MAY INCLUDE:

- Preparation and delivery of meals according to the menu
- Supporting catering manager with the ordering of supplies
- Maintaining a clean and tidy kitchen area in accordance with all legislative requirements
- General kitchen duties e.g. washing and cleaning



QUALIFICATIONS AND EXPERIENCE:

Basic Food Hygiene Certificate. Experience of working in a catering environment with an understanding of Health and Safety at Work and COSHH.

Cook / Head Chef

You will be working within a residential or nursing home as head chef / cook, likely with a team to support you.

TASKS MAY INCLUDE:

- Management of catering staff including induction and rotas
- Implementing menu plans, having regard to service user preferences, nutritional value and dietary needs
- Leading and assisting the catering team to prepare, cook and present high quality food
- Maintaining and managing the kitchen and food stores

“Our residents deserve a genuine restaurant dining experience so that means serving **nutritionally balanced meals that look good, taste great and are served in a way that makes dining something to look forward to each day.**”

Chris Matthews,
Head Chef.

**STRETTON HALL,
CHURCH STRETTON.**

QUALIFICATIONS AND EXPERIENCE:

Basic Food Hygiene and Food Safety in Catering Level 2. Certificate Level 2 in Food preparation and Cooking. Experience of managing and leading a team in a catering environment with practical catering knowledge.



T 01743 860011

E info@partnersincare.org.uk

**6 Farriers Business Centre, Annscroft,
Shrewsbury, SY5 8AN.**

f PartnersinCareSTW

✉ @Partners_inCare

in partners-in-care-stw

www.partnersincare.org.uk