

Job profile for literacy, numeracy and spoken communication skills:

Senior care / support worker

Introduction

The exact mix of literacy, numeracy and spoken communication skills demanded by any particular role depends on the specifics of the role, including

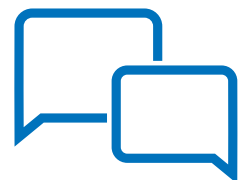
- service type, e.g. residential care for frail elderly, domiciliary care, supported living for people with profound and complex learning disabilities, personal assistance for a person with physical impairments
- workplace systems and practices, e.g. use of digital technology
- local circumstances, e.g. management expectations, requirements of people who use care and support).

The profiles here identify typical requirements for communication, number and digital skills for the roles of:

1. senior care worker
2. care worker
3. personal assistant.

Each profile includes competency requirements for

- spoken communication
- written communication
 - reading
 - writing
- numeracy
- digital skills.



Spoken communication

Daily

- ✓ Discuss work allocation with colleagues, managers, clients and others
- ✓ Discuss performance of work tasks informally with colleagues, managers, clients and others, including offering feedback to staff
- ✓ Coach and mentor colleagues, including explaining care principles and their application in everyday work activity
- ✓ Listen to, clarify, confirm the instructions, requests and needs of clients, relatives, managers, colleagues and others
- ✓ Discuss day-to-day routines with clients, e.g. meals, appointments, activities
- ✓ Discuss personal care and support with clients
- ✓ Request help from colleagues and explain what help is needed
- ✓ Take spoken messages from relatives, colleagues and others
- ✓ Listen to, clarify, confirm shift handover reports
- ✓ Make spoken reports to colleagues at shift handover

Regularly



- Brief staff at team meetings, e.g. on employer's policies and procedures, learning and development opportunities
- Contribute to induction and other in-house training programmes for staff
- Contribute to care plan review meetings with clients, colleagues, managers and others
- Discuss arrangements for social activities with clients, colleagues and others
- Take phone messages, e.g. from relatives, colleagues and managers
- Converse with clients about e.g. their family and the past
- Converse with relatives about clients, e.g. their state of health and well being
- Explain clients' requirements/circumstances to others, e.g. doctors, social workers, family
- Communicate on the telephone with a range of agencies, e.g. social services, health services, council services
- Discuss work practices and arrangements with manager

Occasionally



- Carry out client reviews
- Contribute to quality assurance reviews and other audit and control initiatives
- Host visitors (including potential clients) and informally present/introduce the service to them
- Discuss his/her own work situation with outside agencies, e.g. CQC inspector
- Report and/or discuss emergencies, incidents, complaints, concerns etc. with colleagues, clients, relatives and others
- Discuss performance of work tasks formally with colleagues, including at performance reviews
- Contribute to formal performance management, e.g. issue verbal warnings according to the employer's policy
- Contribute to own performance review with their manager
- Discuss training needs, career goals with manager
- Contribute (as a learner) to formal training sessions
- Make presentations (including use of PowerPoint) at team/staff meetings, e.g. to disseminate new approaches to practice, training attended, changes to work organisation
- Informally coach, mentor and instruct colleagues (new/existing) regarding work practice
- Informally instruct a new member of staff about work practices
- Discuss employer's formal policies and procedures with manager, colleagues and others

Written communication: Reading

Daily

- ✓ Read material relating to the delivery and/or management of care and support, e.g. care plans, risk assessments, handover reports, duty rosters, menus, appointment schedules, activity schedules, operating instructions for equipment, maps and directions, schemes of work, session plans
- ✓ Read signs and symbols, e.g. health and safety, food, medicine, laundry labels
- ✓ Read messages from clients, colleagues and supervisors, including in digital format e.g. by email, text message

Regularly



- Monitor care records completed by staff
- Monitor employment records completed by staff, e.g. timesheets
- Read material relating to work organisation, employment, e.g. briefings etc. (including by email), pay slips, leave cards
- Read information on excursions and other social activities
- Read material aloud to clients, e.g. letters, emails, newspapers, magazines and books
- Read results of internet searches for information
- Read online material, e.g. sector-related material, online shopping, transport and event schedules

Occasionally



- Read employer's policies and procedures
- Read health and safety information on hygiene and fire safety
- Read employment-related information on rights and responsibilities, e.g. self-certification of illness, leave of absence, performance review, confidentiality agreement
- Read sectoral information on quality standards
- Read training material, including online material

Written communication: Writing

Daily

- ✓ Complete care records, e.g. care plans, diaries, handover notes, fluid balance charts, meal records
- ✓ Write notes, messages, emails etc. to colleagues, supervisors, clients, relatives and others
- ✓ Write appointments in appointments book

Regularly



- Produce rotas
- Complete own employment records e.g. timesheets
- Complete order lists e.g. for food orders

Occasionally



- Complete employment forms such as confidentiality agreement, leave of absence, annual leave, performance review
- Complete incident/accident reports
- Communicate via email with a range of agencies, e.g. social services, health services, council services
- Write minutes of meetings
- Write posters and notices
- Write in connection with training, including e-learning

Numeracy

Likely to involve use of digital technology

Areas of work activity that typically involve numeracy/mathematics include work allocation, risk assessment, time management, general record keeping, monitoring of health and wellbeing (e.g. fluid balance, vital signs), administration of medication, nutrition, stock control, finances of daily life (e.g. shopping), journey planning

Daily

- ✓ Check records compiled by colleagues
- ✓ Organise rotas
- ✓ Monitor and record staff attendance
- ✓ Calculate and/or record numbers accurately, e.g. time, mileage, telephone numbers, weights, batch numbers of medication
- ✓ Estimate and calculate time required for client care and other work activity
- ✓ Work with money, e.g. shopping to a budget for client, calculating best value, helping pay bills etc.
- ✓ Interpret 'sell by' and 'use by' dates on food labels or 'expiry' dates on medicines
- ✓ Interpret and calculate weights and measures, e.g. to prepare food
- ✓ Monitor and record a client's fluid intake and output
- ✓ Monitor and record temperatures, e.g. client body temperature, room, bath, fridge temperatures, food temperature
- ✓ Understand simple probability, e.g. assess risk of accidents

Regularly



- Extract information from tables, charts and diagrams, e.g. rotas, time sheets, financial transaction records, temperature charts, bowel charts
- Check inventory
- Check payslip
- Check and measure a client's weight gain or loss and be clear about implications in terms of general health
- Measure accurately, e.g. to check client size for medical aids and appliances
- Estimate quantities, e.g. of supplies needed to replenish stock
- Calculate a client's Body Mass Index
- Interpret timetables, including 24 hour clock
- Plan journeys

The above require the basic understanding and use of whole numbers, decimals and fractions (including percentage), negative numbers in practical contexts; addition, subtraction, multiplication and division; ratio, proportion, probability; and common measures, including money, time, length, weight, capacity and temperature.

Digital skills

Daily

- ✓ Send and receive text messages
- ✓ Send and receive e-mail, including with attachments and url links
- ✓ Use mobile devices, i.e. smartphones, tablets
- ✓ Use electronic calendars
- ✓ Use standard word processing programs
- ✓ Use electronic and online forms, including e.g. Excel spreadsheets

Regularly



- Use search engines
- Find relevant forms on the intranet, e.g. regarding dispensing of medication
- Use digital cameras/camcorders, e.g. to record evidence of client achievement/outcomes (in the field of learning disabilities)

Occasionally



- Create presentations e.g. using PowerPoint
- Download documents, photos
- Upload documents, photos
- Complete e-learning modules
- Help clients find information on the internet
- Download apps
- Help clients use apps, e.g. Skype, YouTube
- Use social media

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Care / support worker

The skills required of a care worker reflect the service context (e.g. residential care for frail elderly, domiciliary care, supported living for people with complex and profound learning disabilities etc.)

Spoken communication

Daily

- ✓ Listen to, clarify, confirm the instructions, requests and needs of clients, relatives, supervisors, colleagues and others
- ✓ Discuss work tasks and plans with supervisor and colleagues
- ✓ Discuss day-to-day routines with clients, e.g. meals, appointments, activities
- ✓ Discuss personal care and support with clients
- ✓ Request help from colleagues and explain what help is needed
- ✓ Take spoken messages from relatives, colleagues and others
- ✓ Request help from colleagues and explain what help is needed
- ✓ Listen to, clarify, confirm shift handover reports
- ✓ Make spoken reports to colleagues at shift handover

Regularly



- Discuss arrangements for social activities with clients, colleagues and others
- Take phone messages, e.g. from relatives, colleagues and supervisors
- Converse with clients about e.g. their family and the past
- Converse with relatives about clients, e.g. their state of health and wellbeing
- explain clients' requirements/circumstances to others, e.g. doctors, social workers, family
- Communicate on the telephone with a range of agencies, e.g. social services, health services, council services
- Contribute to team and staff meetings
- Discuss work practices and arrangements with supervisor

Occasionally



- Discuss his/her own work situation with outside agencies, e.g. CQC inspector
- Report and/or discuss emergencies, incidents, complaints, concerns etc. with colleagues, clients, relatives and others
- Contribute to own performance review with their supervisor
- Discuss training needs, career goals with supervisor/manager
- Contribute (as a learner) to formal training sessions
- Make spoken reports at team/staff meetings to disseminate training attended
- Informally coach, mentor and instruct colleagues (new/existing) regarding work practice
- Informally instruct a new member of staff about work practices
- Discuss employer's formal policies and procedures with supervisor, colleagues and others

Written communication: Reading

Likely to involve use of digital technology

Daily

- ✓ Read material relating to the delivery and/or management of care and support, e.g. care plans, risk assessments, handover reports, duty rosters, menus, appointment schedules, activity schedules, operating instructions for equipment, maps and directions, schemes of work, session plans
- ✓ Read signs and symbols, e.g. health and safety, food, medicine, laundry labels
- ✓ Read messages from clients, colleagues and supervisors, including in digital format e.g. by email, text message

Regularly



- Read material relating to work organisation, employment, e.g. briefings etc. (including by email), pay slips, leave cards
- Read information on excursions and other social activities
- Read material aloud to clients, e.g. letters, emails, newspapers, magazines and books
- Read results of internet searches for information
- Read online material, e.g. sector-related material, online shopping, transport and event schedules

Occasionally



- Read employer's policies and procedures
- Read health and safety information on hygiene and fire safety
- Read employment-related information on rights and responsibilities, e.g. self-certification of illness, leave of absence, performance review, confidentiality agreement
- Read sectoral information on quality standards
- Read training material, including online material

Written communication: Writing

Likely to involve use of digital technology

Daily

- ✓ Complete care records, e.g. care plans, diaries, handover notes, fluid balance charts, meal records
- ✓ Write notes, messages, emails etc. to colleagues, supervisors, clients, relatives and others
- ✓ Write appointments in appointments book

Regularly



- Complete employment records e.g. timesheets
- Complete order lists, e.g. for food orders

Occasionally



- Complete employment forms such as confidentiality agreement, leave of absence, annual leave, performance review
- Complete incident/accident reports
- Communicate via email with a range of agencies, e.g. social services, health services, council services
- Write minutes of meetings
- Write posters and notices
- Write in connection with training, including e-learning

Numeracy

Likely to involve use of digital technology

Areas of work activity that typically involve numeracy/mathematics include work allocation, risk assessment, time management, general record keeping, monitoring of health and wellbeing (e.g. fluid balance, vital signs), administration of medication, nutrition (including food preparation), stock control, finances of daily life (e.g. shopping), journey planning

Daily

- ✓ Calculate and/or record numbers accurately, e.g. time, mileage, telephone numbers, weights, batch numbers of medication
- ✓ Estimate and calculate time required for client care and other work activity
- ✓ Work with money, e.g. shopping to a budget for client, calculating best value, helping pay bills etc.
- ✓ Interpret 'sell by' and 'use by' dates on food labels or 'expiry' dates on medicines.
- ✓ Interpret and calculate weights and measures, e.g. to prepare food
- ✓ Monitor and record a client's fluid intake and output
- ✓ Monitor and record temperatures, e.g. client body temperature, room, bath, fridge temperatures, food temperature
- ✓ Understand simple probability, e.g. assess risk of accidents

Regularly



- Extract information from tables, charts and diagrams, e.g. rotas, financial transaction records, temperature charts, bowel charts
- Check inventory
- Check payslip
- Check and measure a client's weight gain or loss and being clear about implications in terms of general health
- Measure accurately, e.g. to check client size for medical aids and appliances
- Estimate quantities, e.g. of supplies needed to replenish stock
- Calculate a client's Body Mass Index
- Interpret timetables, including 24 hour clock
- Plan journeys

The above require understanding and use of whole numbers, decimals and fractions (including percentages), negative numbers in practical contexts; addition, subtraction, multiplication and division; ratio, proportion, probability; and common measures, including money, time, length, weight, capacity and temperature.

Digital skills

Daily

- ✓ Send and receive text messages
- ✓ Receive email, including with attachments and url links

Regularly



- Use electronic calendars
- Use electronic and online forms, including e.g. Excel spreadsheets
- Find relevant forms on the intranet, e.g. regarding dispensing of medication
- Use digital cameras/camcorders, e.g. to record evidence of client achievement/outcomes (in the field of learning disabilities)
- Use standard word processing programs
- Send emails with attachments, url links

Occasionally



- Download documents, photos
- Upload documents, photos
- Complete e-learning modules
- Help clients find information on the internet
- Download apps
- Help clients use apps, e.g. Skype, YouTube
- Use social media

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Personal Assistant

The skills required of a personal assistant are significantly determined by the employer's requirements, which may range from a few hours a week of house cleaning to membership of a team providing 24 hour assistance with the tasks of daily living (which may include education and/or employment).

Spoken communication

Daily

- ✓ Listen to, clarify, confirm the instructions, requests and needs of employer, colleagues and others
- ✓ Discuss work tasks, day-to-day routines and plans with employer, colleagues and others
- ✓ Request help from employer, colleagues and others and explain what help is needed
- ✓ Take spoken messages from colleagues and others
- ✓ Listen to, clarify, confirm handover reports from employer, colleagues
- ✓ Make spoken reports to employer, colleagues at handover

Regularly



- Discuss arrangements for social activities with employer, colleagues and others
- Take phone messages, e.g. from employer, colleagues and supervisors
- Communicate on the telephone with a range of agencies, e.g. social services, health services, council services
- Discuss work practices and arrangements with employer

Occasionally



- Report and/or discuss emergencies, incidents, complaints, concerns etc. with employer, colleagues and others
- Contribute to own performance review with their employer
- Discuss training needs, career goals with employer
- Contribute (as a learner) to formal training sessions
- Make spoken reports to employer, colleagues to disseminate training attended
- Informally coach, mentor and instruct colleagues (new/existing) regarding work practice
- Informally instruct a new colleague about work practices
- Discuss employer's policies and procedures with employer, colleagues and others

Written communication: Reading

Likely to involve use of digital technology

Daily

- ✓ Read material relating to the delivery and/or management of support, e.g. schedules, operating instructions for equipment, maps and directions
- ✓ Read signs and symbols, e.g. health and safety, food, medicine, laundry labels
- ✓ Read messages from employer, colleagues and others, including in digital format e.g. by email, text message

Regularly



- Read material relating to work organisation, employment, e.g. briefings etc. (including by email), pay slips, leave cards
- Read information related to supporting the employer carry out the activities of daily life, including e.g. education and/or employment
- Read material aloud to e.g. visually impaired clients
- Read results of internet searches for information
- Read online material, e.g. online shopping, banking, transport etc.

Occasionally



- Read employer's policies and procedures
- Read health and safety information on hygiene and fire safety
- Read information on rights and responsibilities, e.g. contract of employment, self-certification of illness, performance review, confidentiality agreement
- Read sectoral information on quality standards
- Read training material, including online material

Written communication: Writing

Likely to involve use of digital technology

Daily

- ✓ Write notes, messages, emails etc. to employer, colleagues and others
- ✓ Write appointments in appointments book

Regularly



- Complete employment records e.g. timesheets
- Complete order lists, e.g. for household purchases

Occasionally



- Complete employment forms, e.g. contract of employment, confidentiality agreement, performance review
- Communicate via email with a range of agencies, e.g. social services, health services, council services
- Write notes of meetings
- Write in connection with training, including e-learning

Numeracy

Likely to involve use of digital technology

Areas of work activity that typically involve numeracy/mathematics include work planning and time management, risk assessment, general record keeping, monitoring of health and wellbeing (e.g. fluid balance, vital signs), administration of medication, nutrition, finances of daily life (e.g. shopping), journey planning

Daily

- ✓ Calculate and/or record numbers accurately, e.g. time, mileage, telephone numbers, weights, batch numbers of medication
- ✓ Estimate and calculate time required for work activity
- ✓ Work with money, e.g. shopping to a budget for employer, calculating best value, helping pay bills etc.
- ✓ Interpret 'sell by' and 'use by' dates on food labels or 'expiry' dates on medicines.
- ✓ Interpret and calculate weights and measures, e.g. to prepare food
- ✓ Monitor and record a client's fluid intake and output
- ✓ Monitor and record temperatures, e.g. client body temperature, room, bath, fridge temperatures, food temperature
- ✓ Understand simple probability, e.g. assess risk of accidents

Regularly



- Monitor and record data, e.g. data relating employer's health
- Check payslip
- Check household supplies
- Estimate requirements for household supplies
- Interpret timetables, including 24 hour clock
- Plan journeys

The above require understanding and use of whole numbers, decimals and fractions (including percentage), negative numbers in practical contexts; addition, subtraction, multiplication and division; ratio, proportion, probability; and common measures, including money, time, length, weight, capacity and temperature.

Digital skills

Daily

- ✓ Send and receive text messages
- ✓ Receive e-mail, including with attachments and url links
- ✓ Use electronic calendars
- ✓ Use search engines

Regularly



- Use electronic and online forms, including e.g. Excel spreadsheets
- Use digital cameras/camcorders
- Use standard word processing programs
- Send e-mails with attachments, url links

Occasionally



- Download documents, photos
- Upload documents, photos
- Complete e-learning modules
- Download and use apps
- Help employer find information on the internet
- Use social media

