



**Cyngor Gofal Cymru**  
Care Council for Wales

*Hyder mewn Gofal - Confidence in Care*

# **A GREAT CAREER OPPORTUNITY**

## **WORKING IN SOCIAL CARE**

**POST: VARIOUS**

**HOURS:  
FLEXIBLE WORKING PATTERNS**

**SALARY:  
COMPETITIVE + REWARDS**

**APPLY NOW FOR A REWARDING  
CAREER IN SOCIAL CARE**

**CLOSING DATE:  
IT'S NEVER TOO LATE!**

**A POSITIVE CAREER CHOICE**

[www.ccwales.org.uk](http://www.ccwales.org.uk)

Noddir gan  
Lywodraeth Cynulliad Cymru  
Sponsored by  
Welsh Assembly Government







# Looking for work?

THIS JOB ADVERT may not be real, but as demand for care services is ever increasing there are opportunities in social care. This booklet covers the benefits of working in the sector, the types of roles available and where to find jobs.

The Care Council was established in 2001 to promote high standards of conduct and practice among social care workers and high standards in their training. We approve social care qualifications training and maintain the Register of Social Care Workers. This means social care workers have a lot of contact with the Care Council, and we hope that this booklet puts you on the road to a rewarding and fulfilling career.

## A GREAT CAREER OPPORTUNITY

### WORKING IN SOCIAL CARE

**POST: VARIOUS**

**HOURS: FLEXIBLE WORKING PATTERNS**

**SALARY: COMPETITIVE + REWARDS**

#### ESSENTIAL REQUIREMENTS:

GOOD AT LISTENING AND SUPPORTING OTHERS;  
CONSIDERATE, PATIENT AND UNDERSTANDING; AND  
ENJOYS WORKING WITH PEOPLE.

#### JOB BENEFITS:

JOB SATISFACTION FROM SUPPORTING PEOPLE;  
CAREER PROGRESSION OPPORTUNITIES; AND  
ON-THE-JOB TRAINING

**APPLY NOW FOR A REWARDING  
CAREER IN SOCIAL CARE**

**CLOSING DATE:**

**IT'S NEVER TOO LATE!**

© (2011) v2 Care Council for Wales

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without the prior written permission of the Care Council for Wales. Enquiries for reproduction outside the scope expressly permitted by law should be sent to the Chief Executive of the Care Council for Wales.

ISBN: 978-1-906528-24-9

### FURTHER COPIES AND OTHER FORMATS

Further copies of this document are available in large print or other formats, if required.

Design: [www.savageandgray.co.uk](http://www.savageandgray.co.uk) 4232/10

# Why choose social care?

IF YOU WANT A JOB where you can go home at the end of every day knowing you've made a positive difference to someone's life, carry on reading. There are career opportunities for people of different ages; from those starting out on a career to those looking to completely change career direction. Training is provided on-the-job, therefore if you are considerate, patient and understanding, you could find a job in care that uses existing skills and experience to help others, whilst progressing your own career.

Work is widely available in a variety of roles and settings. Whether wishing to work with older people, people with disabilities or children and young adults who need support in their everyday lives; you could find a job that gives immense pride and job satisfaction.

## Other advantages include:

Flexible working patterns

Working with people

Challenging yet rewarding career

Opportunities for people of all ages

Never too late to care

THROUGH GIVING practical support, building relationships and gaining trust, you can assist people to live more independent and fuller lives. It may involve helping people with a few small things, but that can make a big difference to how they feel... and how great you could feel knowing the positive impact you've had.

# What work can I do?

THE TERM SOCIAL CARE covers a whole range of services, meaning that there's a lot of variety in the work available; many offering flexible working patterns. Most social care workers are home care assistants or work in care homes but there are plenty of other areas of work too including; working for your local council, voluntary organisations or working directly for the person you are supporting. You could work with children, families and young people or people with disabilities. You would need to undergo a Criminal Records Bureau check before you can start work, as you may be working with vulnerable people. Typical job titles include: care worker, support worker, key worker and care assistant. Here's a short description of some of the different areas you could work in:

## Domiciliary and Reablement Care

Domiciliary care workers provide support for older people or adults with specialist needs in their own homes. The level of care will vary depending on the individual's needs but will often involve practical support and personal care that can assist individuals to live independently.

**Reablement care** is a specialist type of domiciliary care where workers provide intensive home based care to ensure adults are supported in the best possible way to meet their individual needs and regain independence following a period of illness, disability or a time when confidence may have been lost. A reablement worker will give support and assistance that is gradually reduced to maintain, regain or develop daily living skills and to maintain independence and allow adults to continue living in their own homes.





## Adult Residential Care



Those using this service will be older people and people with disabilities who require a greater level of care within a safe and comfortable

environment. Residential staff and care assistants provide a valuable service and ensure that residents are treated with dignity by providing a professional level of care and ensure that their health, personal and social needs are met.

## Children's Residential Care

A care worker will need to develop relationships and gain the trust of children, who for a variety of reasons may need to use residential care to help them deal with a variety of issues that may be affecting their lives. The work involves being a role model, guiding with learning, life



skills and personal development.

This work can be challenging but also highly rewarding in seeing the positive impact on a child's life.

## CASE STUDY 1

### Carol Ellis, Team Leader, Day Care Services

IT WAS AFTER being made redundant in my late forties that I decided to look for a change of career. I swapped my desk job in accountancy for hands-on work in the care profession. I started as a novice in the sector but have gained qualifications over the years and now work as the Team Leader at the Seren Craft Workshop.



Seren, the company that I work for, was established to provide work in the community for individuals with learning difficulties. I find the work stimulating and enjoy the challenge of finding ways of aiding our service users to learn new skills. The most satisfying aspect of the work for me is to see individuals grow in esteem.

## Day Care Services

Day Care centres offer a valuable service to people with a wide range of social care needs. Care workers will provide opportunities for service users to participate in a variety of activities, as well as providing personal care and assistance. This service can contribute greatly to promoting independence, encouraging the learning of new skills and ultimately provides a friendly and sociable place to go in the local community.



## Working with Families

Family support workers and family aid workers will work as part of a team under the direction of a social worker to support parents in developing home management and good parenting skills. Improving these skills will help families overcome any conflict and behavioural difficulties, ensuring that families are kept together and the welfare of the children is assured.

## Early Years and Childcare

Working in early years and childcare can involve a variety of settings including play groups, out of school care, nurseries, child and family centres and crèches. Early years and childcare workers provide care and education to children from birth to school age and therefore play a vital role in supporting their development at a crucial stage in their life. People who work in this field enjoy the challenge of being creative and energetic in planning and carrying out activities and also the fun of interacting with children. It is a role that also carries a great deal of responsibility with a focus on encouraging and monitoring a child's development and ensuring that they are in the best of care at all times.





## **CASE STUDY 2**

### **Colin Bryce, Registered Home Manager and Company Director, Adult Residential/Domiciliary Care**

THE FIRST 23 YEARS of my career was spent serving in the Royal Navy. When on leave I played my role as a family member in providing respite care for two children with Down's syndrome. I then moved on to a large engineering company – when the company closed, my wife and I decided to go into business providing 24-hour care for young adults with learning disabilities. This made sense as caring for the two children had been so fulfilling and my wife also had 25 years experience of paid work in care. After completing my NVQ 4 in Care I became a registered Home Manager and found it to be a very rewarding career change.

I think that being in my forties with a lot of life skills, I could connect with the service users and involve them in a variety of leisure activities including rugby playing tours around the UK. Supporting them to play in a mixed abilities team was tremendously rewarding, although my wife wasn't so impressed when they tried to get me onto the field to play as well! Having now expanded our business into Domiciliary Care, I am still very much a hands on person and in daily contact with adult service users of all ages.

**For more detailed descriptions  
of social care jobs, visit:  
[www.caringcareers.org.uk](http://www.caringcareers.org.uk)**

# How do I find a job?

SOCIAL CARE AND EARLY YEARS JOBS are typically provided by local authority social services departments, charities, voluntary organisations as well as private organisations, e.g. private care homes and domiciliary care agencies.

Vacancies can be found in local newspapers, visiting local job centers, on job search websites or by registering with a specialist social care recruitment/employment agency or on job search sites such as:

**[www.agencycentral.co.uk/agencysearch/socialcare](http://www.agencycentral.co.uk/agencysearch/socialcare)**

The following websites are useful for searching out opportunities in social care:

**[www.communitycare.co.uk](http://www.communitycare.co.uk)**

**[www.greatsocialcare.co.uk](http://www.greatsocialcare.co.uk)**

**[www.jobseekers.direct.gov.uk](http://www.jobseekers.direct.gov.uk)**

THE FOLLOWING are typical examples of social care job adverts to give an idea of what employers will be looking for from you in different roles:

## PERSONAL ASSISTANT REQUIRED FOR SWANSEA GENTLEMAN

Personal care, socialising and domestic duties.  
8-12 Hours per week. £7 per hour on weekdays  
and £7.50 per hour on weekends.

Full driving licence required.



## **POST: PERMANENT/ PART TIME DAY SUPPORT WORKER ADULT SERVICES – LEARNING DISABILITY SALARY: £14,733-£16,830 PRO RATA**

We are looking for a motivated and enthusiastic support worker to work with people who have learning disabilities. Some experience would be desirable and it is important you can offer support and encouragement to service users to meet their individual needs.

We aim to provide stimulating and enjoyable activities within the day service and also activities within the community.

An NVQ or QCF Diploma in Health and Social Care is desirable or we will provide support and supervision to achieve identified training and the relevant qualification.

## **POST: SUPPORT WORKERS IN CHILD CARE**

**SALARY: UP TO £15,250 PRO RATA**

Our respite home provides short breaks for 8-18 year olds with learning disabilities. Your role will be to provide assistance to these young people to participate in activities that provide both value and meaning, leading to a better quality and independent lifestyle.

You will have good communication skills and be able to work as part of a team or on own initiative. To work here you will enjoy play and have a great sense of humour.

Statutory requirements require NVQ3 or QCF Level 3 Diploma in Health and Social Care (Children and Young People), but we may be able to help you attain this.

This post is for 18.5 hours per week to include evenings, nights, weekends and bank holidays.

## **POST: DAY CENTRE OFFICER**

### **ADULT SERVICES - LEARNING DISABILITY**

#### **£18,453 - £21,519**

The successful applicant will enable adults with a learning disability to take advantage of a wide range of community opportunities and to support them to develop their skills and access meaningful activities within the local community.

#### **APPLICANTS MUST HAVE:**

Experience of working in a care setting and experience of supporting people with a range of learning disabilities.

An understanding of disability issues (empowerment, choice, advocacy).

The ability to demonstrate a motivated, committed and flexible approach to duties which could include working in a variety of community locations.

Applicants should desirably possess a National Vocational Qualification or QCF Level 2 or 3 Diploma in Health and Social Care.

## **POST: CARE ASSISTANT**

### **28 HOURS PER WEEK**

### **ADULT SERVICES - RESIDENTIAL HOME**

#### **£16,440 - £19,126 PRO RATA**

We are looking for a Care Assistant to work 28 hours per week to care for residents in long-term, short-term and day care.

You must have experience of working in a residential setting and have knowledge of the principles that underpin quality care e.g. dignity and choice. You must be able to communicate effectively, both verbally and in writing, possess clear understanding of the sensitive and confidential nature of the post and be courteous and responsive to the needs of the individual.

Applicants will be expected to work towards QCF Level 2 Diploma in Health and Social Care, and have the ability to work flexibly including weekends, bank holidays and sleep-in duties.

Please note that the Qualifications and Credit Framework (QCF) replaced National Vocational Qualifications (NVQ) in January 2011. Existing NVQs will still be recognised by employers. See [www.ccwales.org.uk/qualifications-and-careers/qualifications-and-credit-framework](http://www.ccwales.org.uk/qualifications-and-careers/qualifications-and-credit-framework)



# Frequently Asked Questions

## **Q. Are there jobs available?**

Yes, all over Wales!

## **Q. Would looking for a job in social care be different to finding any other job?**

No, you'd look in exactly the same way, but social care can provide you with the opportunity to enter the job market at a variety of levels depending on your experience. There are some opportunities to work flexible hours depending on your circumstances, i.e. working evenings or hours whilst your children are in school. For further advice on entering the job market, refer to the following websites:

**backtowork.direct.gov.uk**

**www.careerswales.com**

## **Q. If I retrain in social care, will there be plenty of work opportunities for me in the future?**

There are over 150,000 people currently receiving social care services in Wales, and with an ageing population the demand is likely to continue to increase in the future. Therefore, a career in social care could provide you with plenty of opportunities for continuous employment locally.

## **Q. I've never worked in social care before, but I'd like to change career and eventually work my way up to be a social worker. How do I go about doing this?**

If you don't have previous experience or qualifications you will have to start at entry level and gain experience and qualifications through different employment. Working your way up in time to a post with greater responsibility which will offer you greater choices for a career in social work. You may find opportunities for secondments with a future employer whereby you'll be allowed to attend university and train as a social worker.



**Q. I've been made redundant after 20 years in my last job, am I too old to start a new job in social care?**

It's never too late. All the skills and experience you've developed in your previous employment and outside of work will be looked on favourably by any potential employers.

**Q. Are there opportunities for career progression?**

Yes - there are many opportunities to develop your social care career with public, private and voluntary sector employers and there are many career routes open to you.

You might want to develop your career and always work directly with people, or you might want to progress into roles with less direct care and more management responsibilities such as becoming a team manager, a service co-ordinator or a residential unit manager.

Depending on your experience, you can either start at the bottom or enter at a middle level and work your way up by studying for various work-based vocational qualifications. Some experience and qualifications from other sectors may also be useful. By studying a few extra modules, you'll be able to convert these existing qualifications to comply with care management regulations.

**Q. I've cared for family members for a number of years, will this experience help me get a paid social care job?**

Yes, you may have developed a number of transferable skills over the years, i.e. dealing with vulnerable people and other social care workers, that will potentially be extremely beneficial for you when applying for jobs. Ensure that you highlight these on your CV or any job application forms.





**Q. I've heard that doing some sort of voluntary work in social care is a good way of gaining experience. How do I go about doing this?**

Volunteering can be extremely satisfying and rewarding. The great thing is that you decide where and when you want to do it, and how often or for how long. You can look into the idea of a new career without giving up your existing job.

It gives you up-to-date relevant experience that you can put down on your CV and could provide you with a valuable job reference to take to a new job. It proves that you are committed to working in the sector which will impress a college, university or potential employer. Some voluntary jobs can also turn into full time work – it's a great chance to show people what you can do!

If you are currently unemployed you can do unpaid voluntary work and continue to claim unemployment benefits or income support provided you are free to attend interviews and take up a job if offered one.

For more information on volunteering and finding voluntary jobs in Wales you could visit the following websites:

**[www.volunteering-wales.net](http://www.volunteering-wales.net)**

**[www.wcva.org.uk](http://www.wcva.org.uk)**

**Q. What Further Education (FE) College courses are best if I want a career in social care? How do I find my local College?**

A college course isn't always necessary to start your career. Employers often work with colleges to arrange work-based qualifications where an assessor will visit you at work to assess your competencies.

If you want to study before deciding on a career in social care, consider the 'Level 1 Introduction to Health and Social Care, Early Years and Childcare' which provides an overview of the sector and its values.

Contact your local college to check availability. You can find your local FE College and the courses on offer by visiting **[www.colegaucymru.ac.uk](http://www.colegaucymru.ac.uk)**.

Before undertaking any qualification, it's worth checking how suitable it is, so before starting, check the Qualifications and Credit Framework on the Care Council website.

**Q. Will the qualifications I gained before the introduction of the QCF still be recognised, or will I need to do new QCF qualifications?**

The qualifications you achieved before the introduction of the QCF will still be recognised. However, you may need to update certain units or qualifications depending on particular requirements for the sector.

For further information visit: **[www.qcda.gov.uk](http://www.qcda.gov.uk)**

**If you have the right attributes, determination and a desire to make a difference to people's lives, you are ready to take the first steps towards a rewarding and fulfilling career, one where you can really make a difference.**

If you would like more information, or would like to discuss how you can get started in social care, contact:

**Careers Team**

Care Council for Wales, 7th Floor, South Gate House, Cardiff, CF10 1EW

Tel: 0845 070 0249 E-mail: [careers@ccwales.org.uk](mailto:careers@ccwales.org.uk)

Minicom: 029 2078 0680 Web: [www.ccwales.org.uk](http://www.ccwales.org.uk)

Follow us on Facebook: [www.facebook.com/CareCareersWales](http://www.facebook.com/CareCareersWales)