

Community Care / Healthcare Support

Community Care and Social Care workers provide professional individual and group care to clients with personal, social and health needs.

Who will I work with?

Client groups are varied and include:

- Older people
- People with intellectual or physical disabilities
- Children and adolescents in residential or home care
- People who are homeless
- People with alcohol or drug dependency
- Families in the community
- Recent immigrants to Ireland
- And others

Who will employ me?

Community and Social Care Practitioners are generally employed by:

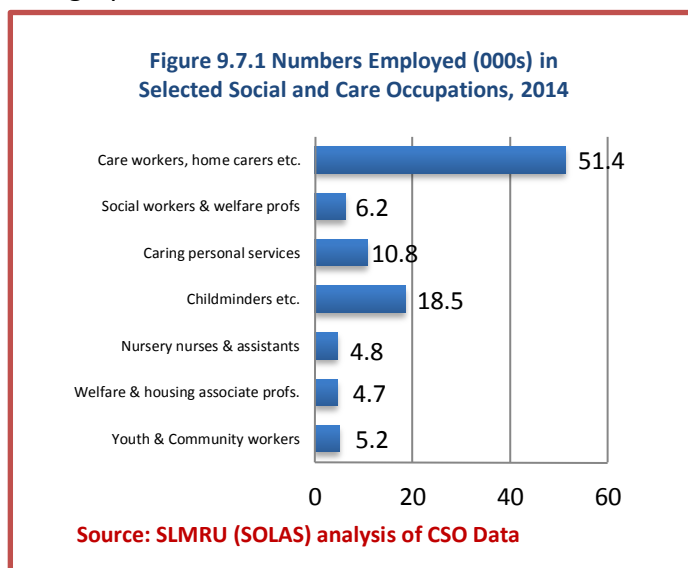
- The State Sector such as the departments of Health, Justice and Equality, Children and Youth Affairs and the Health Service Executive.
- Non-Government Sector such as Brothers of Charity, RehabCare, Enable Ireland, Irish Wheelchair Association, Barnardos, Focus Ireland among others.
- Private Health Providers such as Private Hospitals and Residential Care for example: Mowlam Healthcare and Healthcare Agencies for example Bluebird, Home Instead and Comfort Keepers, TTM Healthcare etc.

Examples of Personal Qualities looked for:

- Caring nature
- Enjoy working with people
- Patience, compassion and tact
- Be able to communicate effectively with clients, relatives, staff and management.
- Confidentiality
- Reliability and trustworthiness
- Flexible
- Non-Judgemental.
- Enthusiastic and positive
- Work on own initiative
- Ability to work in a team

Facts about working in Healthcare:

As shown in the graphs below from the National Skills Bulletin 2015, at the end of 2014, there were approximately 102,000 persons employed in social and care occupations. See breakdown in the graph below:



- According to the National Skills Bulletin 2015 published by the EGFSN (Expert Group for Future Skills Needs) it is recognised that some employers may be experiencing difficulty attracting and retaining qualified care workers. At the end of 2014, 12% of total DSP (Department of Social Protection) Jobs Ireland vacancies were for care workers and home carers; 50% of these vacancies were for part-time positions.
- Under HIQA (Health Information and Quality Authority) all new staff are only confirmed in post following:
 - satisfactory Garda vetting (including vetting from other jurisdictions as appropriate)
 - the receipt of two references (including a reference from the last place of employment)
 - confirmation of identity
 - confirmation of registration/validation of status, where applicable
 - verification of all qualifications (for nurses this includes verification of registration on the active register of An Bord Altranais)
 - exploration of gaps in employment

Skills and Competencies looked for:

- Driving Licence could be useful
- Experience of working or volunteering in the relevant care setting or with the relevant client group.
- Garda vetting is required for posts that involve working with children or vulnerable adults
- Patient and Manual Handling, First Aid
- Relevant qualifications as specified by the Employer.
- Ability to assist clients with activities of daily living.
- Maintain safety and security at all times in accordance with policies and procedures
- Able to keep records
- Ability to show those in your care dignity, privacy and respect at all times.
- References . HIQA recommend 2 references from applicants.

Jobs within the Community Care and Healthcare Sector at QQI Level 5 or equivalent:

This work covers a wide range of jobs working in hospitals and community settings. Under HIQA (Health Information and Quality Authority) National Quality Standards, all newly recruited care staff and those in a post less than one year must commence training to QQI Level 5 or equivalent within 2 years of taking up employment. It is important to note that different job titles are used in different organisations which include:

Health Care Sector	Community Care Sector
Care Assistant – Nursing Homes and Day Centres	Programme Assistant /Personal Assistant– Irish Wheelchair Association
Health Care Assistant /Care Attendant – Hospitals.	Personal Assistant - DPOC
Multi Task Attendant – Hospitals	Support Worker – Brothers of Charity
	Care Worker – Alzheimer’s Society
	Care Giver – Home Instead Senior Care.
	Assistant Facilitator – Rehab Care Shannon

Duties will vary depending on the setting and include supporting clients/residents in directing their own lives in accordance with their cognitive and physical abilities, contributing to the development, implementation and evaluation of care plans, attending to client personal care e.g. assisting clients to maintain standards of personal hygiene, laundry, dietary intake and physical and mental health and any other personal needs, cleaning duties, preparing and serving food. According to payscale.com a healthcare assistant earns on average of €10.32 per hour. Hourly rates vary between €8.89 and €15.02. Department of Health employees have an entry salary scale (2011) of €25,578- €27616 for Multi Task Attendants and Healthcare Assistants.

Jobs within the Community Care and Healthcare Sector at QQI Level 7 and above:

After graduating with a B.A. Social Care there are many opportunities to work in different areas of social care. These range from community care, mainstream residential care, high support and special care, intellectual disabilities (residential & community) and detention schools. The career path for social care is Social Care Worker, Social Care Leader, D/Manager to Manager. There are also opportunities to specialise in certain areas within social care. This may lead you on to further studies. Graduates frequently pursue Masters programmes in, for example, Youth and Community Studies, Addiction Studies, Child Protection, Social Work and Child, Family and Community Studies. Examples of jobs at this level include: Social Care Worker, Probation Officer, Family Support Worker, Adoption and Fostering Officer, Mental Health Social Worker, Community Development Worker, Project Worker, Youth Worker. (Source: socialcareireland.ie)
The salary scale (from 2011) for qualified social care workers (new entrants) is €29,993 - €39,875 plus allowances. (Source: www.health.gov.ie)

To find out whom the employers are in Clare, look up the following websites:

<http://www.clareguidance.ie/jobs/results.php>

<http://www.healthcarejobs.ie/>

<http://ie.indeed.com/>

<http://www.paulpartnership.ie/jobs-bulletin/>

Education Routes - Up to QQI Level 5 in Clare

Institute	Course	QQI Level	Duration
LCETB – Work Place Education	<ul style="list-style-type: none"> Introduction to Healthcare 	Non certified	35 hours - Part-time
LCETB – BTEI Countywide	<ul style="list-style-type: none"> Introduction to Health Care Healthcare Support 	Level 4 Minor Level 5 Major	22 weeks - Part-time
LCETB – Ennis VTOS and West Clare VTOS	<ul style="list-style-type: none"> Community Care 	Level 5 Full Award	2 years - Full-time
Ennis College of Further Education	<ul style="list-style-type: none"> Community and Health Services Nursing Studies 	Level 5 Full Award Level 5 Full Award	1 year full time 1 year full time
Ennis Community College	<ul style="list-style-type: none"> Care of the Older Person Care provision and Practice 	Level 5 Component Component	12 weeks, one evening per week
Mary Immaculate College, Lisdoonvarna	<ul style="list-style-type: none"> Community Health Services 	Level 5 Major	1 year - Full-time
LCETB- Shannon Training Centre	<ul style="list-style-type: none"> Healthcare Support 	Level 5 Major	32 weeks - Full-time
Caring for Carers Ireland	<ul style="list-style-type: none"> Care of the Older Person 	Level 5 Minor	Part-time
HealthSET – Private Provider	<ul style="list-style-type: none"> Care of the Older Person Care Skills 	Level 5 Component Component	5 weeks, 1 day per week

Progression Options after QQI Level 5

Institute	Course	QQI Level	Duration
University of Limerick	<ul style="list-style-type: none"> B.Sc. Nursing: General, Disability, Mental Health, Midwifery 	Level 8	Full time
	<ul style="list-style-type: none"> B.Sc. Psychology 	Level 8	Full time
	<ul style="list-style-type: none"> B.A. in Psychology and Sociology 	Level 8	Full time
	<ul style="list-style-type: none"> Diploma in Drug and Alcohol Studies 	Level 7 Special Purpose Award	1 year - part time
Limerick Institute of Technology	<ul style="list-style-type: none"> Applied Social Studies - Social Care 	Level 8	4 years Full time
NUI Galway	<ul style="list-style-type: none"> B.A. in Community and Family Studies 	Diploma Level 8	2 years 4 years (Distance learning)
	<ul style="list-style-type: none"> NUI Certificate in Social Care 	Level 6	1 year - part time
	<ul style="list-style-type: none"> NUI Diploma in Social Care 	Level 7	2 years - part time
	<ul style="list-style-type: none"> Bachelor of Arts (Social Care) 	Level 8	4 years - part time
University College Cork	<ul style="list-style-type: none"> Youth & Community Work Certificate /Diploma 	Level 6 / 7 Special Purpose Award	2 years, part-time Outreach in Limerick College of Further Education
ICHAS – Private Provider	<ul style="list-style-type: none"> Counselling and Psychotherapeutic Skills and Practices 	Level 6	10 weeks, part time
	<ul style="list-style-type: none"> B.A. in Counselling and Psychotherapy 	Level 7 /Level 8	Full time and part time options available
	<ul style="list-style-type: none"> B.A. in Counselling Skills and Addiction Studies 	Level 7	
	<ul style="list-style-type: none"> B.A. in Counselling Skills and Youth Studies 	Level 7	

For comprehensive list of courses use the course search engine qualifax:

www.qualifax.ie

Useful links:

www.volunteerclare.ie	Volunteer Centre in Clare to match volunteers with organisations seeking volunteers
www.gradireland.com	Grad Ireland
www.socialcareireland.ie	Social Care Ireland
hwww.hse.ie	HSE (Health Service Executive)
www.iasw.ie	Irish Association of Social Workers
www.coru.ie	CORU is Ireland's Multi-profession health regulator
www.psihq.ie	The Psychological Society of Ireland
www.activelink.ie	The online network for non-profit organisations
www.careersportal.ie	Career Guidance website with careers information
www.lit.ie/Careers	Survey results of where LIT students go
www3.ul.ie/careers/yourdegree/	Using your University of Limerick degree



Clare Adult Educational Guidance and Information Service,
Adult Education Centre, Clonroad Business Park, Ennis, Co. Clare

Tel No. 065 6897617 / 68248119

Web: www.clareguidance.ie

Compiled October 2015: *Although every effort is made to ensure that the information contained in this document is correct, Limerick and Clare ETB accepts no responsibility for the accuracy of this information or any actions arising from its use. Clare Adult Guidance and Information Service advise all individuals embarking on any course to contact the relevant organisation directly to confirm all information.*