



Job Description Form

Job Title	Carer/Support Worker
Department/Location:	Gloucester /Southgate office 31
Reports to:	Line Manager and Management Team

JOB PURPOSE

- To look after the physical, emotional, cultural and social needs of the Service users using a person centred approach
- To observe and promote the Service user's choice, independence, dignity, privacy, fulfilment and other rights
- To create and maintain good professional relationships with Service users, their family and friends and other stakeholders
- To actively support other Care Workers
- To adhere to all regulatory and statutory obligations and Caring Hand's policies, procedures and guidelines
- To actively market Caring Hands and promote a positive, personal and professional profile, ensuring the good reputation of Caring Hands at all times

Staff Responsibilities:

Care provision

- To provide personal care and support to Service users with a wide range of needs, illnesses and disabilities
- To know and understand the care and support of the Service user
- To undertake the tasks detailed in the Service user's care and support plan using a person centred approach and in the least intrusive way
- To encourage the independence and motivation of the Service user and not foster dependent behaviour
- To provide input into the care and support plans of Service users by regularly feeding back to the Field Care Supervisor
- To assist Service users getting up in the morning and going to bed at night
- To assist Service users to wash, bath and shower
- To assist Service users to dress and undress
- To assist Service users to look after their skin, teeth, hair and nails
- To assist Service users with toileting, continence management and personal hygiene
- To assist Service users with their medication at the agreed level of support and as detailed in their Medication Care Needs Assessment



- To prepare food and drink for the Service user, being aware of the Service user's choice, likes/dislikes, nutritional needs and cultural requirements
- To provide light general household domestic duties, including housework and laundry, as detailed in the care plan or instructed by Management
- To use manual handling equipment safely and correctly
- To take responsibility for the safe handling of property and equipment belonging to the Service user
- To maintain good communication and develop effective working relationships with Service users
- To provide companionship to the Service user, actively talking and listening to them about their interests
- To help the Service user to maintain contact with their family and friends
- To accompany the Service user on trips into the community
- To assist the Service user to manage their personal affairs
- To ensure as safe as possible the living environment for the Service user, whilst respecting the Service user's choice and rights

Recording and Reporting

- To maintain detailed accurate records in respect of care and medication support given and tasks undertaken
- To regularly read care and support plans, acknowledging changes
- To protect the confidentiality of all information relating to the Service user and not divulge information to anyone who is not authorised to receive it
- To promptly report to the office or Out of Hours Care Coordinator any issues concerning the care, support, well-being or behaviour of the Service user and update records accordingly
- To continue to monitor where concerns have been reported and recorded
- To recognise the signs of abuse and immediately report abuse or suspected abuse to a Manager
- To report any complaints to the office or Out of Hours Care Coordinator
- To contact the office or Out of Hours Care Coordinator if running late

General

- To dress appropriately, wearing uniform and using personal protective equipment provided by Caring Hands
- To seek out best practice and look at innovative ways to improve the quality and efficiency of service delivery
- To attend and participate in regular Care Worker team meetings and any other relevant meetings
- To attend in house and external training pertinent to the role of Care Worker
- To ensure completed weekly timesheets are submitted on time
- To observe all health & safety rules and take reasonable care to promote health and safety of self and others and raise any concerns to the Field Care Supervisor
- To aim to ensure everyone has equal treatment and equal access to services and employment
- Any other duties requested by Senior Management, which are within the scope of the post



Special conditions attached to post

- Flexible working, as evening and weekend work is required
- Own transport

Personal Specification

	Essential	Desirable
Qualifications & Training		Manual Handling, Fire & Safety training, First Aid, Safeguarding adults and children, Mental Capacity Act 2005, NVQ Level 1&2
Experience	<ul style="list-style-type: none"> • Experience of providing high standards of care provision • Experience of meeting the needs and support of Clients • Experience of fostering professional relationships with customers 	Having worked in a Care/Support work environment
Qualities and Attitude	Positive attitude, willing to mentor and develop others.	Must be committed to your role and responsibilities.
Product Knowledge	Sound understanding of good care principles	<ul style="list-style-type: none"> • Understanding of regulations and legislation within the domiciliary care profession • Understanding of safeguarding adults at risk
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Strives to reach the highest standards in customer service • Communicates effectively, both verbally and non-verbally • Compassionate, patient and empathetic • Flexible and approachable with a positive attitude, even under pressure • Self-motivated 	<ul style="list-style-type: none"> • Deals with emergencies and difficult situations • Records with accuracy and detail • Works on own initiative • Team player Commitment to own professional and personal develop



Competencies (see Interview Guidance Notes)

Prepared by

Name:		Signature:		Date:	
Title and/or Department:	HR Manager (Karva Care)Recruitment Ltd)				

Note: You are required to have undertaken a DBS check within the last 3 months and must be able to present this before interview stage.

This job description is not exhaustive and will be subject to periodic review. It may be amended subject to the needs of the business. The post-holder will be expected to participate in this process and we would aim to reach agreement on any changes.