

Embracing Care

Care and Support Worker

Job Description and Person Specification

Job Purpose

Embracing Care

To undertake Care/Support work with the sensitivity required to provide services in a way which will preserve the dignity, privacy, choice, independence, fulfilment and rights of our Service Users.

Accountabilities

1. Delivering The Highest Standard Of Quality Care To All Service Users

- 1.1 To support Service Users to lead as independent a life as possible
- 1.2 To provide personal care support to Service Users as detailed in their Care/Support Plan
- 1.3 To adhere to the requirements laid out in the needs led Risk Assessment and Care/Support Plans and ensuring that the Service User lives as safely as possible in their own homes
- 1.4 To prepare meals, ensuring a balanced diet, undertake household and cleaning tasks, social interaction and any other tasks outlined in the Care/Support Plan
- 1.5 To dress appropriately for the post in accordance with the Company Dress Code
- 1.6 To develop good communication and develop effective working relationships with Service Users, families, representatives and all who use our service
- 1.7 Be willing to work within a Service Users own home, accepting different environments and varying capabilities of customers
- 1.8 To encourage Service Users independence, while ensuring dignity, choice and respect at all times

2. Supporting the Company and Its Performance

- 2.1 To ensure that any Health and Safety issues are reported immediately
- 2.2 Ensure accurate and full records are kept on each Service User
- 2.3 To provide support for Service Users that require flexibility in their support
- 2.4 To liaise with peers and other professionals

- 2.5 Where required, assist to ensure that all calls are covered
- 2.6 To report any concerns, complaints or safeguarding issues
- 2.7 To attend staff meetings, training, supervisions and appraisals where necessary

3. Supporting Stakeholders and Their Requirements

- 3.1 To attend and participate in case conferences and reviews as and when required
- 3.2 To alert Field Care Supervisors/Office Staff to any changes in the Service Users condition or circumstances
- 3.3 Take responsibility for the safe handling of property and equipment belonging to the Service User.
- 3.4 Be available and willing to undertake any other tasks specified by line management relevant to the role and to the needs of the Service User.
- 3.5 To communicate effectively and respectfully with all peer groups and the Management team

Person Specification

Function: Support/Care

Embracing Care

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| <p>Able to show a high level of initiative and empathy when working with Service Users. To be able to communicate at all levels effectively and to be able to recognise changes in Service User's needs or circumstances. To be able to travel within a community setting and have flexibility and reliability.</p> | | <p>Location: service users homes</p> <p>Reports to: Registered Manager and Field Care Supervisor</p> <p>Criminal Record</p> <p>Check status: Enhanced DBS Check</p> |
| <p>Essential Skills</p> <ul style="list-style-type: none"> ▪ Good comprehension of the English language ▪ Ability to recognise poor practice ▪ Understanding of the principles of Empowerment ▪ Ability to recognise and report hazards ▪ Ability to show empathy ▪ Accurate Record Keeping ▪ Ability to work as a team ▪ Ability to work alone ▪ Reliability and flexibility <p>Desirable Skills Qualifications</p> <ul style="list-style-type: none"> ▪ QCF Level 2 in Health and Social Care ▪ Understanding of Supporting people to live independently ▪ Specialist Training - Various ▪ Ability to speak on behalf of others | | <p>Behavioural Competencies</p> <ul style="list-style-type: none"> ▪ Able to work on own initiative ▪ Communicating Effectively ▪ Self-Development ▪ Quality Focused ▪ People Skills <p>Performance Measures</p> <ul style="list-style-type: none"> ▪ Timekeeping and Punctuality ▪ Work Attendance ▪ Feedback from Service Users/Team members <p>Additional Requirements</p> <ul style="list-style-type: none"> • If you are a driver you must provide a copy of your full and accurate Driving Licence together with a copy of the relevant Business Insurance |