

GUARDIAN HOMECARE

JOB DESCRIPTION AND SPECIFICATION - CARE / SUPPORT WORKER

JOB TITLE: Care / Support Worker

REPORTS TO: Field Supervisor / Team Leader

JOB PURPOSE

To have individual responsibility in accordance with the practices, procedures and policies of Guardian Homecare, for the delivery of personal and practical care and support needs to service users. To enable service users to live as independently, comfortably and securely as possible. To promote the opportunity for service users to live in the community for as long as possible, by providing care and support to individuals and families.

Main Duties and Responsibilities

In general it is the duty of the post holder to undertake all care work with the sensitivity required to provide services in a way, which will preserve the dignity, privacy, choice, independence, fulfilment and rights of the service user and his/her usual carer/members of family.

- To act at all times in accordance with Guardian Homecare's code of conduct and the Standards of the General Social Care Council
- To attend to the personal needs of the service user as agreed with the manager, and as detailed in the service user's individual or person centred plan and to carry out all work in accordance with the Guardian Homecare policies and procedures
- To create and maintain good communication with service users including those who may have some degree of communication difficulties
- To make and maintain effective working relationships with service users
- To develop good communication links with the usual carer or family member in the service user's home
- To ensure that the service provided is of a high standard and maintains service users and carers routines and allocated times, therefore not disrupting their normal pattern of living
- To report any changes in the service user's circumstances, as soon as practicable, to the manager / supervisor
- To attend service users reviews if required
- To ensure that service users receive the necessary support, both socially and emotionally, in a way that is culturally and ethnically sensitive, and reflects the service users needs in relation to their age, gender, sexuality, social class, disability or religious belief.
- To maintain service user records in accordance with Guardian Homecare's established procedure.

Health and Safety

- To ensure a safe as possible living environment for service users whilst respecting service user's choice and rights
- To ensure the service user is not put at risk as a result of the service provided
- To have due regard for their own personal safety at all times

- To be responsible for the safe handling of property and equipment belonging to the service user
- To report to the manager / supervisor, without delay, any health and safety concern
- Care and support workers work in the homes of our service users, which will vary considerably in terms of physical structure, cleanliness, warmth and material standards
- On occasions care / support workers may be required to work with equipment provided by the service user, which may be outdated. If at any time a care / support worker is concerned they must report to their manager / supervisor

Training and Supervision

All employees are required to attend a variety of training to fulfil our obligations and failure to follow a reasonable request may lead to disciplinary action and failure to attend any mandatory training will prevent you from undertaking any paid work.

- You will be required to attend company orientation training and undertake any duties given to you by your supervisor for the purpose of completing your training
- You will be required to complete training to the Common Induction Standards or Learning Disability Qualification within 12 weeks of commencing work
- You will be required to attend regular supervision sessions with your manager / supervisor and to participate in the performance appraisal process
- In order to ensure and maintain a safe working environment, you will be required to attend specific training sessions relating to Health and Safety and Moving & Handling
- You will be required to register for NVQ level 2 within 6 months of employment and complete it within 3 years, unless you already hold this qualification
- You will be required to attend ongoing training sessions, which will include training in dealing with the user groups you will be caring for and/or supporting

The Duty of Care

This is a legal term meaning you have a responsibility towards everyone you come into contact with to ensure they are not caused harm. Guardian Homecare has a responsibility to provide training for you and you have a responsibility to attend that training and adhere to what you are taught. Training will provide you with the knowledge to give high quality care to your service users, reducing the risk of harm to them and to you. As with any social or personal care given by you to the service user, the duty of care is absolute and on no account must tasks be performed by you for which you have not been trained.

JOB SPECIFICATION

Essential

- Good standard of general education, and literacy
- Experience or understanding of care provision

Desirable

- Experience of care provision
- NVQ level 2 Health and Social Care

Key Competencies

- To be able to attend appropriate training courses
- To be able to adhere to all company policies, procedures and systems
- To be able to attend all service user calls to permanently assigned service users
- To be able to keep accurate written records within the service user care plan documents
- To be able to understand and cope with emergency situations
- To be able to liaise effectively with office staff, Social Workers, service users and service user family members
- To be able to maintain high standards of care provision
- To be able to follow written and verbal instructions

Skills and Attributes

- Excellent time keeping
- Excellent communications skills, written and verbal
- Sound understanding of good care principles
- Good planning skills
- Ability to cope with pressure
- Even-tempered and patient
- Ability to cope with change
- Ability to display empathy and warmth
- Reliability, honesty, integrity

Circumstances

- Must have full driving licence and appropriate insurance (if required)
- Must have enhanced disclosure from the CRB / Disclosure Scotland / Access NI