

Herts at Home Limited

Job Outline

Job Title: Care Worker, Senior Care Worker
Bands: 1-2

Purpose of the Job

To follow and implement care and support plans by enabling our customers to live as independently as possible in their own home, and within the wider community. You will be required to undertake direct personal care and support and this can be at a range of locations. Our services operate 24hrs, 365 days a year, and this job outline covers a range of roles and grades in our services including night roles.

Main Areas of Responsibility for Band 1 Care Worker roles

- Support customers with personal and /or intimate care and moving and handling
- Support customers with preparation of meals and food and drink and with eating and drinking
- Enable customers to take part in meaningful daily occupations and leisure activities
- Assist senior staff by completing daily household tasks e.g. shopping, food preparation/cooking and cleaning
- Support customers to attend health appointments
- Support customers with their individual health programmes such as physical exercise and healthy eating
- Offer emotional support and encouragement
- Assist in identifying support needs with the customer themselves and how best these can be met
- Assist senior staff to implement the support plan as directed
- Assist senior staff in maintaining appropriate links for customers with their family carers, relatives, other professionals and agencies
- Keep accurate records of contact with customers adhering to relevant policies and procedures maintaining rules of confidentiality
- Participate in the Performance Management and Development Scheme (PMDS); attend regular formal supervision and training courses as identified by your supervisor/ line manager
- Follow all Herts at Home guidelines/procedures, and participate in the quality improvement process
- Complete all mandatory training and participate development opportunities available to you

Staff work patterns are determined by the needs of the customers in the service. This will require you to work shifts including weekends and Bank Holidays, and in some instances nights.

Main Areas of Responsibility for Band 2 Care Worker roles

As per Band 1 Care Worker and also:

- Implement and contribute to the support plan for each customer
- Act as a named link worker to customers, developing or contributing to support plans, risk assessments and guidelines
- Support the administering of medication to customers where trained to do so
- Mentoring less experienced staff in delivering support to customers
- Informally supervise junior staff
- Support customers to manage their own finances including daily transactions, budgeting and accessing their community including paying bills, shopping and using financial services
- Lead shifts as required

All staff must:

- Follow Herts at Home Limited's written procedures and actively participate in improving the quality of service experienced by the customers we support
- Abide by the Skills for Care Code of Conduct for social care workers as this forms part of your employment contract
- Work within a framework of clear Health and Safety requirements and practice
- Undertake mandatory training including refresher training within the prescribed timescales
- Work flexibly across service locations as required

The duties and responsibilities listed above relate to a range of roles and describe these as they are at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Our clients have told us that the following qualities are important in those who care for them:

- Staff who are dependable and reliable and show respect for privacy and dignity
- Staff who listen and are patient and can help customers feel better or happier when they are ill or sad
- Staff who can be trusted and don't gossip about someone they support to others
- Staff who will do their best to help someone get what they need or help them complain if they've been treated badly
- Staff who say sorry when they get things wrong

Knowledge Skills and Abilities

Previous experience within care is not essential for the role, however candidates would be expected to demonstrate:

- Empathy and patience towards our customers, some of whom may present challenging behaviours
- Ability to maintain confidentiality
- Ability to build professional relationships with customers and their families and to understand their needs.
- An understanding of the risks customers face and how they can be minimised, ensuring the health and safety of colleagues and yourself.
- An ability to communicate well both verbally and in writing with customers and colleagues
- Confidence and accuracy in recording information to be input onto care plans, both in paper and electronic format

Qualifications

An accreditation in care such as the Skills for Care Certificate or an NVQ Care Certificate would be advantageous, but not essential for the role.

Previous experience of care within the community or residential care would be an advantage but not essential.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Herts At Home. We require employees to abide by legislation and best practice to enable us to achieve this. This role has been identified as requiring an Enhanced Disclosure & Barring Service (DBS) check. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by Herts At Home, as this is deemed a contractual requirement of employment.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Equality and Diversity

Herts at Home is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.