

JOB TITLE: Care Worker
GRADE: H3-H4
REPORTS TO: Senior Care Worker
TEAM: Community & Specialist Services
DEPARTMENT: Adult Care Services

Purpose of the Job

To work and care for residents, maintaining their dignity and respect in a person-centered way. You will follow and implement care and support plans for residents by enabling individuals 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. The service will operate 24 hours a day, 365 days a year.

Main Areas of Responsibility

- To provide the care detailed in the residents individualised care plan using a person-centred approach
- Supporting residents with all aspects of personal care whilst maintaining and promoting independence and ensuring privacy and respect.
- To ensure that residents are dressed appropriately and in possession of their individual aids, i.e. dentures, hearing aids, walking frames etc.
- To work shifts as necessary including weekends, evenings and nights
- Ensure that resident's clothes are cared for and clothing that is to be repaired or beyond repair is reported to housekeeping or a family member.
- Help serve meals to residents as well as preparing and clearing the dining area.
- Support and assist residents with their meals as required in a dignified and respectful manner ensuring that a pleasant and calm atmosphere is maintained.
- To observe and report any physical, physiological and emotional changes to the well-being of the resident to a member of the senior team.
- Administering of medication to people (NB - where appropriate training has been received and the worker signed off as competent by a Senior or Manager)
- To identify and meet the social, emotional and cultural needs of residents and participate in the organisation for social and recreational activities.
- Support residents to use the environment to its full potential including the outside environment taking into account each individual's mobility needs.
- To undertake the role of the keyworker in relation to each individual care homes guidelines.
- Making and serving refreshments for residents and visitors as required.

- Leaving bedrooms to a presentable standard which will include bed making, tidying draws and wardrobes and emptying bins.
- Assist and promote good housekeeping throughout the home.
- Toilets and showers are cleaned in compliance with infection control guidelines.
- To ensure that clean clothing and linen are distributed to the appropriate residents and areas.
- To be able to produce legible and accurate documentation in relation to care plans and other reporting.
- To participate and contribute to reviews and assessments.
- Assist senior staff with the admission of new residents in order to create a welcoming atmosphere and to welcome residents, relatives and friends into the home.
- To attend all training sessions, supervisions and appraisals.
- To attend and contribute to all handovers, and staff meetings ensuring confidentiality is maintained at all times.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

- Communicate and interact effectively with both residents and staff.
- Ability to work as part of a team.
- Willingness to undertake training
- Demonstrate empathy and understanding of the needs of residents.
- Ability to work under pressure and maintain professional throughout.
- To uphold confidentiality at all times.
- Experience of working in a similar role or care setting is desirable.
- A relevant qualification in Health and Social care is desirable.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned

as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

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. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

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.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.