

Job Description

Care and Support Worker – Homecare

Reports to: Lead Care and Support Worker

Work Pattern: Shift work including evenings and weekends

About us

Friends of the Elderly is a charity dedicated to supporting older people. We aspire to a society where all older people are treated with respect and have the opportunity to live fulfilled lives.

Our care homes provide high quality residential, nursing and dementia care. We also support older people in their own home with a range of services, along with day care services, befriending and small grants. We believe no older person should be lonely and should have opportunities to engage with their community.

1. Main purpose of the job

- To provide and maintain a high standard of domestic, personal and emotional care and support to meet the needs of service users within their own homes in accordance with the fundamental standards of care.
- To promote the dignity, independence and privacy of service users as far as possible and in a way that they choose.

2. Core responsibilities for service users

- Assist the service user with personal care as required and with the relevant person's consent, including: bathing and washing, the care of nails, teeth and hair, assisting with toileting and incontinence, dressing and undressing.
- Take measures as directed to reduce the risk of any medical conditions including pressure sores.
- Assess any risks involved in moving and transferring service users, follow any guidance and training and ensure your practice is both safe for you and for them. This includes the use of any equipment provided such as hoists and wheelchairs and making sure that the service user is supported to use equipment in a safe way and that the equipment used is fit for purpose.
- Encourage and support service users to be as independent as possible in any setting/task carrying out any reablement exercises or therapy as instructed.

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- Assist with: shopping, banking, collecting benefits and paying bills if this is part of the care plan. You must record any money transactions in line with our policies.
- Assist with the preparation of suitable and nutritious meals and drinks, involving the service user as much as possible and clear up afterwards. Some service users may need you to help them eat and drink. You must be aware of any special religious, cultural or dietary requirements and act accordingly.
- Assist with domestic tasks including cleaning, laundry, vacuuming, ironing and making beds, if specified.
- To prompt medication and record in line with our policy and procedure. (Please note that Care and Support Workers are not allowed to administer medication unless you are supplied with a written agreement to do so and provided with adequate training.)
- Support the service user's emotional and social needs: use your time creatively, encouraging the service user to take part in appropriate activities, which meet their needs, reflect their preferences and promote independence and quality of life.
- Report back any concerns about the service user to the Team Leader.
- Monitor the progress of the service user and report to the Team Leader any changes in needs.
- Record tasks achieved in the service user's notes.
- Ensure all documentation in relation to the service user is up to date and factually accurate in line with our policies.
- Report any suspicions of abuse, improper treatment or concerns to the Team Leader and follow local safeguarding guidelines and our safeguarding procedures.
- Ensure that any complaints raised are addressed through the appropriate channels and in accordance with our complaints policy.
- Make visits at the agreed time and for the agreed length and carry out all duties in relation to the assessment in accordance with the fundamental standards of care.
- Report any accident or loss to the Team Leader and record appropriately.

3. Core responsibilities to the team and the charity

- Ensure all records are maintained to high standards.
- Promote the good name and work of the organisation.
- Adhere to all relevant policies, procedures and other regulations agreed by the organisation.
- Act in an open and transparent way, carrying out all duties with due regard to equal opportunities and non-harassment and reporting or taking necessary action in respect of any suspected wrongdoing.

- Attend training, supervision and meetings as required to be able to carry out the duties to the standards required by us.
- Respond to emergencies outside office hours as required.
- Undertake any additional tasks that may be requested from time to time in keeping with the post.

Where you can use your judgement and creativity:

- Respond to emergencies outside office hours as required.
- Each client will use person-centred thinking tools which set out where you should seek to use your creativity and judgement particularly with them, but in general, the following points count for all:
 - Respond to emergencies outside office hours as required.
 - Responding sensitively and flexibly to any changes which you are met with when you visit your clients.
 - Respond to emergencies outside office hours as required.
 - Going “the extra mile” – always looking for opportunities to add value to your time with your clients.
 - Building a relationship with your clients, getting to know them as a person and
 - Supporting people to be connected, whether with their families, friends or the local community.
 - To ensure that our services are of the highest quality and safety and are person centred.

4. Person specification

Education and Qualifications

- You will have a standard of education that enables you understand written instructions and contribute to person centred care and support plans.
- You may have a level 2 or 3 Diploma in Health and Social Care or be committed to achieving it.

In this role you will be a self-motivated person who:

- Shows awareness of the responses of others to your own actions and behaviours. You will be prepared to listen to feedback, reflect and act on it.
- Will have strong personal and professional ethics. Your values align with ours.
- Is authentically warm, honest, and trustworthy and builds good relationships with others.
- Will have fantastic communication skills (listening, feedback, sharing and recording). You enjoy having a chat with people and can always find something interesting to discuss.

- People can rely on you to keep your promises, meet your targets and share information or concerns. You are likely to help out with reasonable requests for the benefit of the team.
- Enjoys working with people, recognises the value in everyone, and would be thought of as friendly and compassionate
- Someone who loves to learn new skills and pursues opportunities to develop yourself.

You will either know how to or have a strong desire to:

- Work in a person-centred way to understand what really matters to people and how best to support them. Know what is working and what isn't. Be prepared to change what isn't working.
- Deliver a range of tasks in ways that support independence while focusing on the relationship with the person. Know that each person will want something different.
- Be part of a supportive team who will value your contribution and offer you appropriate support.
- Receive fantastic training and development that will enable you to carry out your role professionally and with confidence. Contribute to a personal development plan that clearly supports your needs.
- Support people to take risks and live the lives they choose. Understand what measures need to be in place to obtain the best possible outcomes for those people you support.
- Use your written skills to contribute to care and support plans and show what great support takes place. Know that others will need to read and understand what you are saying.
- Be clear about acceptable and non-acceptable practices, attitudes and behaviours. Personally, take action to ensure the highest standards of care and support. Be clear on confidentiality
- Recognise your own need for support and communicate this appropriately.
- Participate in supervision, training and team meetings where you can share your views and ideas.
- Participate in a flexible shift system to include weekends, nights and bank holidays.

5. Health and safety

- You'll follow Health & Safety policies and be aware of safety hazards in our services. You'll follow risk assessment procedures and safe systems of work, plus manual handling and lifting procedures.
- You'll report all accidents and incidents promptly and make any changes needed.

- You'll regularly assess, review and monitor safety in your service.
- You'll make sure that equipment is always clean and safe.
- You'll report any issues.
- You'll make sure that our service users' property is always safe and secure.

6. Policies & procedures

- To be familiar with and comply with the charity's policies and procedures.

7. Supervision & appraisal

- To attend regular supervisions with your line manager and participate in the annual appraisal scheme.

8. Learning & development

- To undertake statutory and mandatory training to meet the requirements of current legislation and attend appropriate training courses to enhance personal and professional knowledge and skills.

9. Confidentiality

- Privacy is very important to us, so you'll respect the confidentiality of our service users, your team and the charity, plus members of the public. You'll make sure that all confidential documents are stored correctly and securely.

10. Safeguarding

- Our service users are everything to us, so you'll make sure that they're protected from abuse and neglect. You'll follow our Safeguarding Procedure and, if you see or suspect abuse, report it straight away.

11. Equal opportunities statement

- We are committed to promoting equal opportunities in employment. You and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation.

Please note that the duties and requirements in this job description may change as the needs of our services users change. They may also change to align with future policies.