

Care and Support Staff

JOB DESCRIPTION

Job Summary

Our care workers provide crucial care and support to customers in all aspects of their daily life.

The overall purpose of the role is to provide a high quality and person centred service that responds to the needs of the client, enhances their quality of life and promotes independence. Care and Support staff will deliver a range of tasks, which may include supporting individuals with their personal care routines, supporting their social and emotional wellbeing and assisting with practical tasks.

Workplace values

All staff will need to demonstrate a commitment to NEDCare's core values;

- Respecting and recognising each client as a unique individual with their own preferences.
- Promoting independence and empowering people to live their own lives, in their own homes, in the way that they choose.
- Respecting the dignity and choices of each client.
- Working safely at all times.
- Promotion of good health and wellbeing.
- A commitment to learning and development, regardless of experience or past work.
- Handling personal information confidentially at all times.
- A commitment to honest, open and positive team working, to support continuous improvements in service delivery.

These values are explained in more detail in the Staff Handbook and via the staff induction process.

Job Description

For all positions, staff are likely to be required to;

- To ensure that care and support plans, case notes and risk assessments are up to date for all clients.
- Communicate / consult with relatives, partners, advocates, friends or carers, other staff and agencies as appropriate, regarding the clients health, social care and well-being.
- Promote client involvement in shaping and monitoring services, so they have real choice and control over the service they receive.
- Contribute to regular client reviews and team review meetings.
- Travel between visits as required in own private transport. (Travel time and costs between visits are covered.)
- Lone working in clients houses, in most cases.
- Support those with behaviours that may challenge others.
- Follow agreed care and support plans in all circumstances, which may include;

Support Staff

- Supporting clients with domestic tasks including: cooking, cleaning, laundry and light housework.

- Offering conversation, companionship, social and emotional support.
- Collecting prescriptions and/or shopping.
- Assistance with 'home admin' which could include sorting and organising mail, writing letters/emails, making phone calls etc.
- Support with mobility (low level assistance.)
- Accompanying clients to appointments or social occasions/ events and encouraging interests and participation in the wider community.
- Pet care assistance.
- Support with daily mild exercise (including promotion of any professionally recommended programmes e.g from a physiotherapist.)
- Support to enable to people to participate in daily activities of their choice – whether at home or in the community.
- Planning and preparation of meals.

Care Staff

In addition to any of the above support tasks, Care Staff may additionally be required to complete any or all of the following;

- Contribute to care planning process as appropriate.
- Support with personal care (which may include; bathing, showering, washing, grooming, shaving, nail care (not toenails), toilet support and dressing/undressing.
- Support with skin care including application of creams, monitoring of conditions and use of topical medication as directed.
- Support with higher level mobility needs.
- Providing support with eating and drinking.
- Assisting with (but not administering) medication, e.g., via prompts and reminders.
- Support individuals with complex care requirements. All required specialist training and support will be provided in such cases.
- Catheter / stoma care and other specialist care procedures. Staff will only undertake these duties once trained and deemed competent by a relevant professional (e.g. community or district nurse.)

Senior Care Staff

We are aiming to appoint a Senior Carer to oversee each of the four area based teams. In addition to the above, Seniors may be required to;

- Support the Registered Manager in rota management, particularly with regard to last minute changes in area teams (e.g., in case of sickness.)
- Support Care Staff in their own professional development, for example by supporting them on the job to meet an individuals particular care needs, by observing and assessing competency of junior care staff.
- Leading area team meetings
- Other service support as may be required.

For all positions, staff WILL be required to;

- Undergo an enhanced Disclosure and Barring Service (DBS) check of any pre-existing criminal record or barring from working with vulnerable adults or children.

PERSON SPECIFICATION

Attributes, skills and Experience	Essential or Desirable	Evidenced at Application and/or Interview
• Caring, patient, empathetic and friendly with good interpersonal skills.	E	A & I
• Strong awareness of the concepts and practice of respect, dignity and empowerment in social care.	E	A & I
• Good awareness of safe working and risk management.	E	A & I
• Ability to understand and follow detailed written guidance.	E	A & I
• Ability to record written information effectively (adequate literacy skills.)	E	A & I
• Co-operative approach to working with others.	E	A & I
• Ability to adapt communication style to individual needs.	E	A & I
• Positive attitude to learning, takes responsibility for own professional development and willingness to undertake training where needed or required.	E	A & I
• Willingness to work positively to support the development of the organisation and to create a culture of continuous improvement and 'excellence.'	E	A & I
• Minimum 6 months previous care and/or support experience, either in a professional, personal or voluntary capacity.	D	A & I
• Understanding of concepts around equality and diversity.	D	I
• Understanding of concepts around professional boundaries.	D	I
• Understanding of the Mental Capacity Act and issues around choice and control.	D	I
• "Care Certificate" qualification or willingness to study.	D	A & I
• NVQ Health and Social Care qualification at L2 or equivalent. (If not attained, willingness to study for this qualification.)	D	A & I
• Own, reliable transport with current driving licence and proof of insurance.	D	I
• Willingness to work unsocial hours, evenings and weekends.	D	A & I
• Willingness to work alone with respect to the NEDCare Lone Working policy.		
Completed courses (past 3 years) in the following would be beneficial; <ul style="list-style-type: none"> • Infection control. • Food hygiene. • Health & Safety. • Safe moving and handling. • Safeguarding adults. • First Aid. • Person-centred planning. 	D	A & I

Candidates must fulfil all the essential criteria, marked 'E.'