

ROLE PROFILE – CARE WORKER

Job Title	Care Worker
Service Area	Care and Supported Housing
Responsible to	Team Leader
Responsible for	N/A

Values

Our values are at the heart of everything we do, enabling each colleague to positively contribute to Community Housing's success. All colleagues are expected to show RESPECT in the way that they communicate, deliver services, involve and consider customers and each other. All colleagues aim to:

- Do what they say they will do and honour Community Housing's commitment to colleagues and customers
- See the person first and make sure behaviours are always appropriate and courteous
- Value the support they receive from others to achieve wellness and balance and in turn be their best when delivering services
- Believe in the work Community Housing does and recognise the difference made no matter what stage they have been involved
- Bring skills and experience to work and know that they will be valued as much as they value those demonstrated by colleagues
- Be thoughtful in the way they communicate, responding promptly, even when they may not have the answer straightaway
- Value being part of the Community Housing team, working better together to achieve the right outcomes for customers and colleagues

Job Summary

- To provide personal care and other, related, services that maintain or increase the independence of residents of Community Housing and other customers.
- To offer a responsive and efficient service to all customers with a strong focus on outstanding customer care.

Key Responsibilities

1. To Support the Service Manager and Team Leader to actively promote the work of the service by adopting a professional and engaged attitude to work and the service.

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2. To assist the Manager and Team Leaders in the delivery of services that will achieve an Outstanding CQC rating, though delivery of excellent care and efficient running of services.
3. Follow the Care and/or Support Plan and risk assessment instructions for all clinical, personal care and support procedures.
4. Undertake, record and follow clinical guidelines for the tasks for which you have received appropriate training, including administration of medicines.
5. Ensure all policies and procedures are complied with across services at all times, including Health & Safety, Safeguarding, Safe Administration of Medication, Equality and Confidentiality
6. Prepare and maintain environments and equipment before, during and after customer care/support interventions
7. Prepare and maintain environments and equipment before, during and after customer care/support interventions
8. Assist in raising awareness of health and well-being, and how it can be promoted
9. Ensure MAR sheets are signed and annotated as appropriate each time medication is administered or prompted, in line with the Medication Administration Policy and Procedures.
10. Enable mobility, using Moving and Handling techniques and appropriate use of equipment
11. Alert the Team Leader/Care & Support Manager and colleagues to issues of quality and risk in the care and support of customers including Adult and Child Protection issues.
12. Provide flexible and responsive services, including delivering Flexible Breaks, this may include assisting with day-to-day households tasks e.g. laundry, shopping, housework, accompanying to appointments or leisure activities etc. These tasks will usually be delivered by Support Workers, but may be include in Care/Support Plans.
13. Provide assistance to older and other vulnerable persons, assisting them to live independently, for as long as they wish or are able to
14. Use appropriate infection control procedures ensuring that customers' homes are clean, safe and free from hazards and to report any potential risks
15. Ensure all visits allocated are completed and any change to the allocated time is reported immediately.
16. Respond to Lifeline calls whenever required.
17. Identify the risks involved in care and support work activities and undertake them in a way that manages the risks.
18. To always adhere to the Lone Working Guidelines and use the Lone Working system whenever Lone Working.
19. Adhere to all financial recording processes and systems
20. Ensure that all paper and electronic files for customers and Colleague are complete, accurate, and presented in a professional manner at all times
21. Populate paper and electronic systems and ensure maintenance of all data
22. Liaise with internal departments of Community Housing and external agencies, taking appropriate action in the interests of the team and it's customers

People Management Responsibilities

- Build and support effective, constructive and professional relationships across the department and Company to create a One team culture

General Responsibilities

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- To work within the Code of Conduct, policies, procedures, Standing Orders and Financial Regulations
- To foster constructive and collaborative working relationships with colleagues, stakeholders and partner organisations
- To participate in the continuous improvement of both the service delivery and your own development
- To ensure the health, safety and wellbeing of self and colleagues, understanding risk assessments and ensuring compliance with safe working practices
- To operate at all times within the agreed risk appetite as set by the Board, ensuring the risk exposure of the business and its stakeholders is identified and mitigated to an acceptable level
- To ensure respect and compliance is maintained with all data protection legislation whilst not using this as a barrier to service delivery and looking to continuously improve the services we deliver to customers

Essential Requirements

- Basic literacy and numeracy skills, including the ability to write care notes and complete medication administration documents
- The ability to represent the company in a friendly, professional and knowledgeable manner
- The ability to relate well with clients, and maintain a respectful and thoughtful manner
- Excellent communication skills, including the ability to empathise and deal sensitively with difficult situations.
- An understanding of the need to maintain confidentiality
- Care Certificate (or willing to work towards)
- NVQ2/QCF in Care (or willing to work towards)
- To be able to work flexibly including evenings and weekends on a rota basis
- Hold a full UK driving licence and have access to the vehicle (unless based in an Extra Care Scheme)

Other Requirements	Please tick as necessary
Attendance at meetings outside of normal office hours	
Contractual requirement to work additional hours / overtime	
Requirement to travel & Company vehicle is provided	

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Other Requirements	Please tick as necessary
Requirement to travel & colleague will provide vehicle insured for business purposes	✓
Expectation of flexibility i.e. necessity to cover colleagues from time to time	
Expectation of flexibility i.e. to work those hours deemed necessary for successful delivery of the role	✓
Expectation of flexibility i.e. to vary start / finish times from time to time	✓
A requirement to wear a uniform	
A requirement to work with children and/or vulnerable adults necessitating a satisfactory DBS disclosure	✓
Potential for working under pressure requiring a high degree of personal resilience	✓
Physically challenging aspects of the role	