

JOB DESCRIPTION: Domiciliary Care Worker

Reports to: Deputy Manager/Care Co-ordinator

Main Purpose of the role:

To support our clients to enjoy the best quality of life that they can have in the comfort of their own home. Compassion, good communication and organisational skills together with a calm, caring manner are essential for this role within our organisation.

Key responsibility:

To provide support where required, to each client to enable them to live their life in the way that they choose, as far as they are able. To promote respecting client's choices and maintaining their dignity and respect at all times.

Duties:

Work well with customers: -

- Prior to each service commencing a full assessment of what the client will need and what they would like to achieve from their care support, together with all other assessments required.
- An individually tailored plan of what care and support is required which respects the client's wishes and promotes their dignity and privacy. Should any risks be identified, agree appropriate risk control measures with the client to reduce these risks. Keep the care and support plans for the clients up to date.
- Provide the client and / or their representatives with information about the service so they have realistic and clear expectations and are aware of how to raise any concerns that they may have.
- At all times and keep all information about customers and their families secure to maintain confidentiality.

Work well with staff: -

- Senior Care Worker will attend the client's first call to introduce the main care worker. Report changes to care schedules without delay to the care coordinators, client and main care worker.
- Distribute, collect and monitor MAR charts.
- Effectively deal with emergency on-call issues, for example covering calls either directly or indirectly when a care worker is sick or absent. Record emergency calls and pass the information to appropriate parties. There is another member of staff on the on-call rota as a standby to help and provide support when needed.

- Arrange and manage staff changeovers and briefings for live in care assignments in the absence of the assigned care manager.

Quality Improvement

- Assist with investigations relating to the quality of the service and improvement actions.
- Monitor the performance of care workers and carry out quality reviews at the client's home to ensure that the service is being delivered within the company procedures and that the client's needs are being met.
- Apply A & T Caring Services Ltd policies and procedures at all times and make sure accidents and incidents are recorded, reported, and acted upon.
- Ensure that the care and support provided is in line with regulatory requirements.
- Work effectively with customers, their families and representatives, other social and health care professionals, managers, and staff from A & T Caring Services Ltd to deliver high-quality homecare services.

Work well as part of the A & T Caring Services team

- Take part in the monthly staff meetings and other meetings involving not only clients but outside agency representatives, for example, social services.
- Attend training activities, appraisals and developmental meetings.

This list is not exhaustive and from time to time you may be required to undertake additional duties. We will provide full training in line with regulatory requirements.

Role Specification

We have detailed what skills, knowledge and experience is required to carry out this role. Following is what essential criteria we are looking for to select suitable applicants for this post. You should be able to demonstrate, giving examples where possible, how you meet this criteria.

Essential Criteria

Personal attributes

Caring and compassionate towards people in need of care and support

Respect for individuals suffering from a range of medical conditions with different backgrounds and beliefs to your own, commitment to non-discriminatory care practice

Promoting the privacy, dignity and independence of our clients at all times and a commitment to respecting their rights.

Self-motivated and eager to acquire new skills and knowledge. Willing to seek advice and guidance when required and to follow instructions.

Flexible, reliable and an excellent time keeper. As a senior you will be expected to work weekends on a rota basis, 2 late shifts a week as well as early shifts. This is to give you full working knowledge of the service that Home Angels provides.

Professional and of smart appearance

Knowledge and understanding

Good understanding of what care and support needs clients may have

Knowledge and understanding of person centred care

NVQ Level 3 in Health and Social Care, or a willingness to undertake this qualification.

Knowledge of what confidentiality means in relation to homecare services and why this is important.

Good understanding of health and safety matters in relation to the services we provide and of the risk assessment process.

Knowledge and understanding of professional boundaries

Solid understanding of the principles of good care practice

Experience and Skills

Experience of communicating clearly and building positive working relationships with people who use social care services and social and health care professionals.

Ability to support clients with all aspects of their daily living in a manner that respects their dignity, is non-judgmental and promotes their independence, choices and privacy.

Experience of care services

Skills in care and risk assessments and writing care and support plans

Ability to plan and organise workloads effectively so that customers receive the services that they expect.

Ability to use own initiative and work alone or as part of a team especially in an emergency.

Good administrative skills and computer literacy

Ability to lead and manage a small team of care workers and provide appropriate support, guidance and training.

Ability to maintain clear written records and follow statutory reporting procedures

Ability and willingness to follow A & T Caring Services Ltd policies, procedures and instructions

Additional requirements

Willingness to work flexibly and to keep own knowledge and skills up to date

This role will require you to obtain an Enhanced Disclosure from the Disclosure and Barring Service.

Full drivers licence with no more than 6 points and Class 1 business insurance

Desirable Criteria

Experience of delivery of social care services

Previous experience of risk assessment and person centred care and support planning

Knowledge of how to recognise abuse and safeguarding procedures

Post holder declaration:

I agree to fulfil the duties and responsibilities to the best of my ability within this role of Carer.

Name:

Signed:

Date: