

# Care & Support Worker

## Job Description

**Job Title:** Care & Support Worker

**Reporting to:** Team Leader, Willows

### Job Purpose

The post-holder is employed by Somerset Care Limited, working within a defined geographical area as part of the Willows Service. The role is to provide the highest standard of care provision working “with” Customers to achieve outcomes, rather than working “for” them. The purpose of the Care and Support Worker role is to deliver care every day of the year, including early mornings, evenings, weekends and Bank Holidays. This is a physically demanding role.

### Key Tasks

1. Enable Customers to remain in their own homes by providing the support and care needed to help them achieve maximum independence as per the identified individual outcomes. This may include providing personal care, light domestic duties, and activities in and out of the Customer’s home.
2. To deliver defined outcomes allotted to each care plan package as defined within the service level agreement,
3. Carry out safe Moving and Handling practices in accordance with the Company’s Moving and Handling Policy.
4. To read and understand the Customers’ Care and Support Plan and Risk Assessment and to undertake duties at each visit as stated in these documents.
5. Adherence to Company electronic monitoring policy.
6. To enable Customers to continue with life experiences ensuring any risks involved are assessed, agreed and recorded in line with policy and procedure.
7. To make accurate and clear records in the Customers folders at each visit.
8. To report to the Manager, any concerns or changes in Customers care requirements.
9. Prepare and monitor food and drink intake to promote a healthy and nutritious balanced diet.
10. Undertake domestic and shopping tasks; completing financial transaction documents inline with Company Policy.
11. Follow Company Policy and training for the safe handling of medication as identified in the Care and Support Plan.

12. To carry out all care calls as stipulated on your work rota.

13. To notify the office without delay with regards to any changes made to the programme of work.

## General

- The Company Induction will give you the skills and knowledge to understand your role.
- You will attend regular review meetings, annual appraisals, team meetings, training courses and follow-up refresher courses as required.
- To participate in regular supervision, and annual appraisal meetings.
- Undertake other such duties as may be required by the Manager or Supervisor.
- You will maintain a professional and hygienic appearance.
- You will work in line with the policy on Infection Prevention and Control, according to your role.
- You will use personal protection equipment at all times and ensure maintenance of stock to achieve daily tasks

## Equal Opportunities

To promote and act at all times in accordance with the Company's Equal Opportunities Policy.

## Confidentiality

Your attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1984 or an action for civil damages under the same Act in addition to any disciplinary action taken by Somerset Care which might include dismissal.

## Health and Safety

Under the provisions contained in the Health & Safety at Work Act 1974, it is the duty of every employee;

- To take reasonable care of themselves and for others at work.
- To co-operate with the Company, as far as necessary, to enable them carry out their legal duty.
- Not to intentionally or recklessly interfere with anything provided (including personal protective equipment) for health and safety reasons or welfare at work.
- To report any accident or untoward incident, to take appropriate remedial action as appropriate and to report fully to your Manager or Supervisor.
- To ensure that all appropriate risk assessments are in place.

**Please Note:** This job profile is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Service. Substantial changes in the range of work undertaken will be carried out in consultation with the postholder.

## Person Specification – Care & Support Worker

Criteria	Essential	Desirable
<b>Education, Training &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Willing to work towards QCF/NVQ Level 2 in Care or equivalent</li> <li>• Be flexible in order to attend training courses and team meetings.</li> <li>• Full UK Driving licence and access to own vehicle.</li> </ul>	<ul style="list-style-type: none"> <li>• Functional skills level</li> </ul>
<b>Experience</b>		<ul style="list-style-type: none"> <li>• Experience of working in a care setting</li> <li>• Experience of delivering excellent customer service in a service based setting.</li> <li>• Experience of working alone without direct supervision</li> </ul>
<b>Flexibility</b>	<ul style="list-style-type: none"> <li>• Available to work agreed hours as per the business need</li> <li>• Work within the geographical zone as agreed at interview or during a staff review meeting</li> <li>• Attend staff meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Available to work alternate weekends and evenings according to the business need</li> <li>• Attend social events</li> <li>• Willing to undertake extra shifts</li> </ul>
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>• Basic knowledge of care</li> <li>• Wider knowledge of care industry</li> <li>• Awareness of the principles of good practice and providing a quality service</li> <li>• Successful completion of certificate in Care</li> </ul>
<b>Skills &amp; Attributes</b>	<ul style="list-style-type: none"> <li>• Meets the minimum criteria for the online personality assessments.</li> <li>• Good literacy skills (to be able to produce and read care plans, and to complete running daily records)</li> <li>• Professional conduct at all times</li> <li>• Good numeracy skills</li> <li>• Good interpersonal skills</li> <li>• Ability to remain calm under pressure</li> <li>• Flexibility and reliability</li> <li>• Honesty and respect for confidentiality</li> <li>• Ability to work as part of a team and alone without direct supervision</li> <li>• A professional, smart appearance at all times</li> <li>• Caring approach</li> </ul>	