

Housing 21

Job Title	Care Worker	
Business Stream/Department	Extra Care	
Reports to	Assistant Care Manager	
Direct (and indirect) Reports	No	
Travel	Infrequent	
Career Level and Band	2	Operational Delivery

Job Purpose
<p>To provide independent living and enable service users to live in their own home by providing personal care and practical assistance.</p> <p>The job holder will be required to work shift patterns, weekends and public holidays.</p> <p>The job holder will make sure that they fully understand and fulfil their responsibilities in respect of both Health & Safety and Diversity & Inclusion at all times.</p> <p>This profile is not exhaustive and other activities at a similar level may need to be carried out.</p>

Key Accountabilities	
1.	Keep relevant parties informed about the well-being of service users through monitoring and reporting, noting any changes in health and social circumstances of the service user, assisting in the assessment of needs, constantly reviewing the services provided.
2.	Provide all aspects of personal care including but not limited to: getting up in the morning, toileting, washing / bathing and dressing; helping with undressing and getting into bed in the evening.
3.	Provide assistance with household and domestic tasks, e.g. laundry, shopping, cleaning and financial transactions such as paying bills ensuring service users wellbeing and living environment are maintained to a high standard.
4.	Assist in the preparation of meals, drinks and snacks where necessary ensuring service users health and wellbeing.
5.	Encourage and enable service users to follow agreed care plans so that they are able to live as independently as possible and receive the right level of support.
6.	Responds to requests from service users, or direction from managers to escort service users in order to facilitate contact outside their own home.
7.	In consultation with the Assistant Care Managers remind service users to take medication if necessary. To comply with the Medication Policy and Procedure and complete all relevant documentation as instructed
8.	Records all visits on a daily basis to the service user's home in the service users communication log sheets.
9.	Works to a Quality Assurance System which promotes a reliable and flexible service, appropriate to the changing needs of service users.
10.	Promote, respect and uphold the dignity of service users at all times. Participate in and actively support activities to promote the dignity of service users, their families and carers.

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Complexity

Understands and makes sense of a variety of straightforward tasks, working within established guidelines.

Communicating and Influencing

Explains standard procedures to others, demonstrating appropriate two-way communication skills with internal and external contacts.

Knowledge and Experience

An understanding of the needs of older and/or disabled people	Essential
An understanding of Health and Safety issues when carrying out personal care	Desirable

Skills and Behaviours

The ability to communicate effectively orally and in writing
The ability to work on own initiative without direct supervision
Maintain a professional manner at all times with regard to confidentiality, dignity and respect
The ability to undertake assisted moving tasks
The ability to keep calm in emergency situations
Flexible manner with a commitment to customer care
Values diversity and shows commitment to equality of opportunity
Values health and safety and shows a commitment to ensuring a safe working environment
Patience

Qualifications and Training

Good general level of education, including basic reading and writing skills	Essential
Commitment to undertake necessary further training, including Level 2 in Social Care	Essential
Experience for caring for older people with dementia / mental health problems	Desirable
Relevant qualification in health and social care	Desirable
Care experience either in a professional or personal capacity	Desirable