

## JOB DESCRIPTION — CARE/ SUPPORT WORKER

### Prime Care Community Services Ltd.

Position:	Care/ Support Worker Senior Care/ Support Worker
Responsible to:	Branch Manager/ Team Leader

**This job description applies when you accept an assignment from Prime Care to work in one of the positions detailed above**

#### A. Care/ Support worker

##### Purpose of position

This care service involves a programme of personal care and household care management that is personalised for each service user in the form of a care plan. Care duties will therefore include assisting the service user with a variety of duties, and in doing so the carer will observe and respect the service user's dignity, privacy and independence as far as is practical.

##### Principal responsibilities – Care/ Support Worker

1. To provide personal and practical care services for people with a wide range of illnesses and disabilities.
2. To assist service users with getting up in the morning, dressing, undressing, washing, bathing and the toilet where necessary.
3. To help service users with mobility problems and other physical disabilities, including incontinence and help in use- and care of aids and personal equipment.
4. To help care for service users who are dying.
5. To help in the promotion of mental and physical activity of service users through talking to them, taking them out, sharing with them in activities such as reading, writing, hobbies and recreation.
6. To make and change beds; tidy rooms; do light cleaning and empty commodes.
7. To launder service users' clothing.
8. To set tables and trays, serve meals, feed service users who need help, prepare light meals and wash up, and tidy and clear away.
9. To read and write in log-book records and take part in staff and service users' meetings and in training activities as directed.
10. To collect pensions.
11. To conform to all policies, procedures and guidelines laid down by Prime Care in respect of carrying out these care duties and in other administrative aspects of the business, as relevant.

12. To be available to work as and when agreed with Prime Care giving, where possible, 24 hours' notice of any cancellation.
13. To carry out accurately, and in a competent manner, instructions from managers and supervisors, adhering to the care plans of individual service users.
14. To actively talk- and listen to service users, allowing for their personal choice in their own home.
15. To ensure all home visits are for the time allowed, as scheduled and request the service user's signature on supplied timesheets at the end of each visit, showing accurate time of arrival and departure. Deliver timesheets weekly to Prime Care's office for processing.
16. To maintain accurate, concise, up-to-date and timely records of the service user's care, diary sheets, medication forms, financial transaction sheets and timesheets.
17. To return all relevant paperwork to the office where deemed necessary by the company.
18. To document each visit in the daily log, detailing tasks undertaken, any changes which have occurred and other relevant information. To write clearly, showing accurate time of arrival and time of leaving, with accompanying date and signature. To be considerate in respect of written comments made in the daily log so as not to unduly or unintentionally offend or upset the service user as they and their family/representatives are entitled to read it.
19. To work only within Prime Care's regulations regarding the handling of service users' finances, ensuring accurate documentation and receipting of any transactions.
20. To be familiar with Prime Care's Health and Safety Policy and to promote safe working practices. To ensure full compliance with infection control procedures following company policy.
21. To report and record any accident or incident which may occur – no matter how minor, whether to the service user or carer.
22. To report back to the manager(s) or supervisor(s) on any aspect of the service user's care which, in the view of the care/support worker, warrants investigation or urgent action.
23. To report immediately to management any noticeable changes in health, behaviour or circumstances of service users – maintaining the service user's right to privacy and confidentiality.
24. To participate in reviews of service users' care plans as required. (for key workers only)
25. To be aware of, and comply with, the tasks and activities which must NOT be undertaken as part of care duties, as detailed in Prime Care's Policy on Prohibited Duties (Limits of Responsibility).
26. To advise supervisors and/or managers of any perceived problems or difficulties experienced with the service provided to service users.
27. To advise supervisors and/or managers of any ideas which might enhance or improve the level of service delivered to service users.
28. To perform such other duties as may reasonably be required.
29. To participate in induction and foundation training and regular in-service training programmes as directed by managers or supervisors.

30. To make yourself available on a regular basis at an agreed, appointed time to assess and review your personal and professional progress which will be recorded on your personnel file, which is available for inspection on request. This will be carried out as either a one-to-one or annual appraisal.

## **B. Senior Care/ Support Worker**

### **Additional responsibilities**

In addition to the responsibilities and duties defined above, a Senior care/ support worker may be called upon to conduct the following duties:

1. Contact and visit service users as directed by the organisation to carry out service user reviews:
  - (a) Ensure review questionnaires are completed.
  - (b) Ensure all paperwork in the service users' files has been completed and service user information recorded in line with company policy. Check that all forms are being completed correctly. Remove and replace used forms as required. When errors are observed, to record copies of relevant service user forms to discuss with the care worker(s) concerned.
  - (c) Monitor work standards of care/ support workers by undertaking spot checks.
  - (d) Report on service user visits, noting any concerns regarding service users or care/ support workers, to management.
2. Visit new service users to take in service user files where requested. Ensure that the service user is aware of policies and procedures. Obtain signatures on contracts and other documentation as required by management.
3. To participate in, and generally support, the supervision of care/support workers as required. To join or lead regular team meetings (peer group supervision) or individual meetings (one-to-one supervision) to review any individual care concerns, discuss service users' requirements and update care/ support workers on administrative and policy matters. To record and return minutes of these meetings and to discuss the outcome of such meetings with management as and when required.
4. To conduct and participate in unannounced spot-check supervisory and audit visits at service users' homes, to record the outcomes of these meetings on the appropriate forms and to return such forms to the office.
5. To participate in work-shadowing and the integration of care/ support workers into their new working environment.
6. To liaise with management in supervising or assessing new members of staff during their initial induction and shadowing period.
7. To participate in quality assurance reviews and other audit and control initiatives as directed by management.
8. To deputise for the supervisor in the event of his or her absence from work.

**Person Specification — Essential Criteria**

The following personal attributes are considered essential to the post of care/ support worker and senior care/ support worker:

- 1. self motivated
- 2. organised
- 3. flexible
- 4. caring
- 5. sensitive to the needs of others and to the sick or infirm
- 6. an active team player but also able to work on own initiative
- 7. a good communicator.

Care staff are promoted from within the organisation, according to their achievements and skills development. Aptitude, commitment and a readiness to embrace training are all taken into consideration. Promotions, where appropriate, follow annual performance appraisals.

All staff are required to respect the confidentiality of all matters that they might learn in the course of their employment. All staff must respect the requirements set out in the Data Protection Act 1998.

All staff must ensure that they are aware of their responsibilities under the Health and Safety at Work, etc. Act 1974.

All staff must also ensure that they read and abide by the Code of Practice of both the United Kingdom Home Care Association (UKHCA) and the General Social Care Council (GSCC).

Copies of both codes are available from Prime Care’s office.

Signed: .....  Name: .....  Date: .....	Notes:
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