

Job title = Care Worker

You will Report to

The Field Care Supervisor or Service Manager

Summary of your position

We try to make every effort to outline your main duties and responsibilities, however it should be remembered that a document such as this does not allow us to mention every task to be specified in detail. Broad headings therefore may have been used, in which case all usual associated routines are naturally included in this job description. Staff should not refuse to undertake duties not specified below but should record additional duties they feel need specific recognition and these will be considered during supervision and again during annual appraisal.

Job Description

You will have individual responsibility in accordance with the practices, procedures and policies of Angels CHS (Angels Community Homecare Services), for the personal needs of Service Users.

These duties enable the Service Users to live as independently, comfortably and securely as possible. To promote the opportunity for Service Users to live in the community for as long as possible, by providing care and support to individuals and families.

- A) Perform basic personal care tasks as outlined in the service users care plan
- B) Alert field care supervisors of any changes in the service users condition or circumstances
- C) Create and maintain good communication with Service Users including those who may have some degree of communication difficulties
- D) Make and maintain effective working relationships with Service Users
- E) Develop good communication links with the usual carer or family member in the service users home
- F) Prepare and cook meals if outlined in the care plan
- G) Undertake housekeeping, household cleaning and laundry duties as requested if outlined in the care plan
- H) Help with purchasing of provisions to provide an adequate, balanced and stimulating diet where necessary
- I) Closely follow all of the Angels CHS policies

In general it is the duty of the post holder to undertake all care work with the sensitivity required to provide services in a way, which will preserve the dignity, privacy, choice, independence, fulfilment and rights of the service user and his/her usual carer/members of family

JOB SPECIFICATION

Essential

Experience or understanding of care provision

Desirable

Experience of care provision.

Key Competencies

1. To be able to attend appropriate training courses
2. To be able to adhere to all company policies, procedures and systems
3. To be able to attend all service user calls to permanently assigned Service Users
4. To be able to understand and cope with emergency situations
5. To be able to liaise effectively with office staff, Social Workers, Service Users and service user family members
6. To be able to maintain high standards of care provision

Special Skills and Attributes

- Excellent communication skills
- Sound understanding of good care principles
- Good planning skills
- Ability to display empathy and warmth
- Ability to cope with pressure
- Even-tempered and patient
- Ability to cope with change

Circumstances

Must have full driving licence and appropriate insurance (if applicable).

Responsibility for People

1. Care Workers have no direct responsibility for staff
2. Care Workers should aim to ensure a safe as possible living environment for Service Users whilst respecting service users choice and rights
3. Care Workers should ensure the service user is not put at risk as a result of home care activities
4. Care Workers may have to work alongside other care staff

Responsibility for Resources

1. Equipment, protective clothing and uniforms are provided by Angels CHS
2. Cleaning materials are supplied by the service user or Angels CHS in accordance with Angels CHS Policies and Procedures
3. Care Workers are responsible for the safe handling of property and equipment belonging to the service user

Initiative

1. Considerable amount of individual initiative may be required of the care worker
2. Care Workers have access to weekly supervision from the field care supervisor

Physical and Emotional Demands

1. Care work often is affected by the psychological demands from Service Users
2. Travelling by foot, public transport or personal transport between Service Users in all weather conditions can be a physical demand for Care Workers
3. Likewise caring for a service user with high needs can be both physically and emotionally demanding

Working Conditions

1. Care Workers work in the homes of Service Users, which will vary considerably in terms of physical structure, cleanliness, warmth and material standards
2. On occasions Care Workers may be required to work with equipment provided by the service user, which may be outdated
3. Care Workers must not work with equipment that is unsafe. Any unsafe equipment should be reported to the field care supervisor immediately
4. Care Workers work as part of a caring team and must liaise with agencies and other professionals as necessary
5. Care Workers may be required to undertake any other tasks specified by line management relevant to the role and to the needs of the Service Users

Summary

Responsibilities of a Care Worker

This session will be taught to you by a member of the Angels CHS staff. It is your responsibility to read and understand Angels CHS Policies and Procedures.

The Duty of Care

This is a legal term meaning you have a responsibility towards everyone you come into contact with to ensure they are not caused harm. Angels CHS has a responsibility to provide training for you and you have a responsibility to attend that training and adhere to what you are taught. Training will provide you with the knowledge to give high quality care to your Service Users, reducing the risk of harm to them and to you.

As with any social or personal care given by you to the service user, the duty of care is absolute and on no account must tasks be performed by you for which you have not been trained.