

Care & Support Worker Job Description

Job Title: Care & Support Worker

Responsible to: Coordinator

Job Summary

To provide care to individuals, usually within their own homes, as a part of care in the community. You will be expected to perform a variety of tasks, according to individual needs and work towards a set of outcomes agreed by the service user. These tasks will be set out clearly in a document called a Care & Support Plan that will be available for you to see each time you visit a service user/person.

Whilst undertaking any tasks within your role, it is important to remember not to take away a person's physical or personal independence and choice.

Care Worker Role, Responsibilities, Behaviours & Values:

- As a key carer you will participate in care planning, identify and help achieve individual outcomes for service users with particular focus on the Seven Outcomes for Adults – listed below.
 - You will strive to deliver a service beyond the basic expectations of the service user care plan to add value and distinction to services provided by Atlas Care Services.
 - You will monitor service user progress, outcomes achieved and provide feedback through recording systems and supervision with your team leader or supervisor.
 - You will alert your Supervisor/Line Manager when you have concerns over the quality of care or where you feel the safety of the service user or staff is at risk.
 - You will continuously train and develop your personal skills and knowledge to give you the continued ability to meet the needs of the service user.
 - You must positively promote and represent Atlas Care Services at all times both on and off duty.
 - As a carer your approach will show empathy towards service users and our customers. You should adopt a 'if this was my relative what would my expectations be?' approach and attitude.
 - Outcomes should be realistic and achievable for the service user and as a key carer you should be their advocate for and listen to their views, wishes and needs.
 - When delivering care it is a priority that equality, honesty, trust, dignity, respect, safety and privacy is promoted at all times, but ensuring that personal and professional boundaries are understood by the service user.
 - Ensure that the needs, wellbeing and safety of service users are always put first and you act in the best interests of the service user at all times.
 - To participate in all communication with your Supervisor/Line Manager and team in order to facilitate the sharing of information, ideas and issues impacting on the service.
 - You are encouraged to make innovative suggestions for service development and new ideas that may improve service quality, encourage business growth and promote the service provided to service users and customers.
 - To share feedback through supervision, meetings and communication from service users with your Supervisor/Line Manager to enable a constant review and improvement of the service provided by Atlas Care Services. You must take a proactive approach towards dealing with complaints/compliments and ensure all are reported in line with company policy.
 - Through consultation with service users, customers, external professionals and your Supervisor/Line Manager, you will facilitate implementation of new service delivery methods.
1. There are seven key aims or outcomes for adults who access social care services. All the services we provide, are measured against these outcomes by CQC. All staff are expected to make the same level of commitment to the outcomes agenda. They are:
- Improved health
 - Improved quality of life
 - Making a positive contribution
 - Choice and control
 - Freedom from discrimination and harassment
 - Economic wellbeing
 - Personal dignity.

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2. During the course of your work depending upon service user individual needs you will be expected to carry out the following activities or tasks:

Personal Care

Washing/bathing service user's body and hair, dressing, toileting, helping service user to eat and drink, helping with personal care and appearance, prompting service user to take their medication, meal preparation, emptying commode and changing of soiled bedding or clothing as required.

Domestic Care

Laundry, Cleanliness of house, Generally making sure Service User is comfortable and warm

**Please note that some domestic tasks cannot be carried out due to health and safety regulations. You will be advised during your training of which tasks may constitute a risk.

Social Care

Collection of pensions and prescriptions, shopping and engaging with service user and showing an interest through talking and listening

Health and Therapeutic Care

You may sometimes be asked to provide basic duties in these areas, but only with guidance and supervision of an appropriate professional.

Health and Safety

As an employee of Atlas Care Services, the post holder has a duty under the Health and Safety at Work Act 1974, to:

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work; and
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of the relevant statutory provisions.

Data Protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

Additional information

A job description is not rigid, but acts as a guide to the functions of the post holder. The list of duties and responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required. This job description should be read in conjunction with the care worker guide. This job description is subject to relevant review and appropriate modification.

Flexibility & Variation Clause

From time to time temporary variations may be required in order to meet the business requirements in order for an employee to meet the requirements of the role. Due to a changeable service it is necessary to build in flexibility throughout the work force in order to meet the needs of service users and legislation as it is introduced.

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Person Specification

Role:	Care & Support Worker	
Criteria	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> • A commitment to complete Diploma level 2 in Social Care • Willingness to undertake training that will make a positive contribution and add value to the services provided. 	<ul style="list-style-type: none"> • NVQ 2/3 or Diploma Level 2 in Social Care qualification or similar recognised social / health care qualification • Other related social care based training • Health & Safety training
Experience	<ul style="list-style-type: none"> • No previous experience essential as full training and support will be given. 	<ul style="list-style-type: none"> • Previous experience of work within the care profession, customer care related role • Track record of experience within a previous role where priorities such as time keeping, attendance, honesty and reliability are essential.
Skills and Knowledge	<ul style="list-style-type: none"> • An understanding of the Domiciliary care Standards and the role of Care Quality Commission • Natural ability to build relationships with people and colleagues • Basic verbal, numeracy and written skills • Ability to work as part of a team • A clear understanding of confidentiality issues • Ability to recognise human rights to include choice, dignity, equality and independence • Ability to show empathy and recognise the importance of putting the customer or service user first • Ability to continuously learn and develop new skills and increase knowledge • An understanding of the 7 Outcomes and Personalisation • Knowledge of Health & Safety in the work place 	<ul style="list-style-type: none"> • Knowledge of Operational aspect of other care settings • Customer services and good practice
Other Factors	<ul style="list-style-type: none"> • Flexible and enthusiastic approach • Smart appearance • Focus on providing excellent customer care • Reliable and dependable • Use of own mobile phone 	<ul style="list-style-type: none"> • Access to own transport • Interest in developing career in care