**13**

A person holding a baby

Description automatically generated with low confidence

Home Care Worker

£11/Per hour

Full Time

Paid Holiday

Company Pension

Mobile phone

Employee assistance program.

Job Description and job Specification

**Purpose of role**

To support service users with all aspects of their day-to-day living, so they can enjoy the best possible quality of life. Providing care and support is both a challenging and rewarding experience. You will mostly work alone with the service user in their home. Compassion, good communication skills, and a calm and caring manner are essential for this important role in our company.

**Key responsibility**

Safely provide compassionate care and support that is centered on the individual needs and wishes of each service user. Respect service users’ choices and always promote their dignity.

You may be the only person the service user sees over a period; it is therefore essential to report any changes or causes for concern to your line manager promptly. You need to be clear about when to seek help and advice to keep service users safe and promote their well-being.

**Duties Care and support**

Give non-discriminatory care and support that values the diverse and unique qualities of each service user. See the whole person and not merely a list of care needs. Carefully listen and observe how service users prefer their care and support to be delivered on a day-to-day basis. Help them make their own decisions and to be as independent as possible.

Follow instructions in the care and support plan which has been agreed with each service user. This may include:

* All aspects of personal care
  + Showering and bathing
  + Dressing and grooming
  + Toileting and continence care
  + Teeth and dentures
* Taking medicines
  + Encouraging, reminding; assisting and giving medicines
  + Ordering and collecting prescriptions
  + Returning unwanted medicines to the pharmacy for safe disposal
* Eating and drinking
  + Helping the service user to plan what to eat and drink
  + Gentle encouragement and help to eat and drink well
  + Shopping, preparing, and serving food and drinks
  + Clearing the table, washing up and keeping the kitchen area clean and tidy.
  + Agreeing with the service user how to store food safely and dispose of out-of-date produce
* Safely using aids and personal equipment in a manner that respects the dignity of service users. For example
  + Standing and walking frames
  + Wheelchairs, manual and electric hoists
  + Sliding sheets and moving boards
  + Hearing aids and other physical aids
* Housework
  + Washing floors, vacuuming, and sweeping
  + Laundry and ironing, making beds and changing the linen
  + Dusting and general tidying
* Social and physical activities or mental stimulation such as
  + Answering the door and greeting visitors
  + Answering emergency bells and the telephone
  + Writing cards and letters or emails
  + Taking a service user out shopping, to see their friends or to other activities
  + Hobbies and recreations such as reading, photo albums, games, etc.
* Supporting a service user through temporary and terminal illness, including
  + End of life care
  + Hospital appointments
  + Liaising with community health support and families

**Recording and reporting**

* Record and report all relevant service user information including
  + The care and support that you provide and assistance with medicines
  + Changes to a service user’s condition or other concerns
  + Faulty equipment or hazards in the home
  + Response to emergencies, accidents, and incidents
  + Safeguarding matters
  + Contact with families or Careers and other professionals
  + Other matters as required by Angel Homecare Service procedures
* Keep all information about service users and their families secure and confidential

**Work well as part of the Angel Homecare Service team**

* Follow Angel Homecare Service policies, procedures, Employee handbook and guidance always.
* Take part in staff and service user meetings
* Attend training activities and appraisal and development meetings

This list is not exhaustive and from time to time you may be required to undertake additional duties. We will provide full training in line with regulatory requirements.

**Job specification**

This provides a picture of skills, knowledge, and experience required to carry out the role. We will use the essential criteria to select suitable applicants for this post. You should demonstrate, using examples where possible, how you meet the essential criteria.

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| **Essential criteria** |
| Personal attributes |
| Caring and compassionate towards people in need of care and support |
| Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own. Commitment to non-discriminatory care practice |
| Self-motivated and keen to learn. Willing to seek guidance when needed and follow instructions |
| Excellent timekeeper and reliable |
| Good hygiene practice, including personal hygiene, and a smart appearance |
| Good strength and a level of fitness to meet the physical demands of the job |
| **Knowledge and understanding** |
| General understanding of the needs of people who require care and support |
| Respect for the rights of our service users. Understanding the importance of giving the best possible care and support centered on the individual needs and wishes of each service user |
| Understanding of why confidentiality is important and what this means as a care worker |
| **Experience and skills** |
| Ability to listen, communicate clearly and build positive working relationships with service users, their families, Angel Homecare Service staff and other social and health care professionals |
| Ability to give care and support to service users with aspects of their daily living in a manner that respects their dignity, is non- judgmental and promotes their independence, choices, and privacy |
| Good organizational skills, so service users receive the services they expect |
| Ability to use own initiative and work alone or as part of a team especially in an emergency |
| Numerical skills to support service users in managing their money and buying shopping or paying bills when requested to do so |
| Ability to keep written records in clear English about the care and support given to each service user, including help with medicines |
| Ability and willingness to follow Angel Homecare Service’s policies, procedures and instructions |
| **Additional requirements** |
| Commitment to respecting service users’ rights at all times including their rights to privacy, dignity and independence |
| Willingness to undertake training. All staff are expected to meet regulatory training standards |
| This role will require you to obtain an Enhanced satisfactory clearance from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure |
| **Desirable criteria** |
| NVQ/QCF Level 2 or equivalent |
| Previous experience as a care worker or as an unpaid Carer |
| Knowledge of how to recognize abuse and safeguarding procedures |
| Working knowledge of health and safety matters relating to home care |
| Flexible approach to working |
| Full driver’s license |