

Job Description



Job title:	Care Worker (Domiciliary)
Responsible To:	Care Manager
Purpose of Job:	To work directly with Service Users to provide a skilled and sensitive service which provides day-to-day personal assistance, emotional and physical care and helping the Service User to maintain and promote their independence.

Key performance areas:

- Achieving Service User satisfaction.
- Providing service:
 - i) in accordance with good practice
 - ii) as specified in the individual Service User's Guide & Care Plan
 - iii) at the times required.
- Participation in care reviews as required and at monthly staff meetings.
- To treat and give care to all Service Users equally and with respect, irrespective of gender, age, race, sex, ethnicity, religion, political opinion, disability, sexual orientation, gender reassignment status or physical and financial circumstances.

Main duties and responsibilities:

- To enable Service Users to live in their own homes in a manner which reflects their personal preferences and interests
- To provide support, encouragement and practical assistance which helps the Service User to maintain and promote independence, which may include planned risk taking.
- To comply with Company policies and procedures.
- To observe good practice (as set out in Handbooks, Induction, training sessions and advice).
- To conduct yourself professionally, at all times, wearing appropriate clothing (uniform unless otherwise specifically stated) and a photographic identity badge, being a reliable time-keeper, remembering that you are a guest in the Service Users home.
- To inform the Company of any caution, bind-over or conviction which occurs at any time prior to, during and after your recruitment, induction, training, and any engagement (work) that you undertake whilst working through the Company?
- To support colleagues, advocates, health professionals and other members of the multidisciplinary organisations in effecting the most co-ordinated and seamless package of care possible for the service user

Personal work plan to achieve objectives:

- To be agreed by the Care Manager with the Job Holder as individual cases arise, with the Job Holder's progress being reviewed at regular pre-determined intervals. Specific duties will be specified in the Care Plan.

Performance evaluation:

To be measured through:

- Client satisfaction (as determined by informal and formal feedback); six monthly questionnaire
- Regular supervisory and spot check visits by senior carers
- Monthly meetings
- Six monthly PDR's Personal Development reviews
- Induction and ongoing personal development

Resources available:

- In addition to support from local office, administration and management specialist resources may be accessed through the Company database or register as required on a individual basis.

Training and education:

- Formal / Statutory training (Two day paid induction upon engagement) which covers Health & Safety – Fire Safety – Food Hygiene – POVA – Dementia – Medication – Safe Moving & Handling
- To attend additional training as required by legislation, good practice, service development and/or identified personal development needs.

All care workers are required to undertake professional NVQ qualifications. (National Vocational Qualification). This includes registration of and commencement of the appropriate NVQ level Two training in care and completion of this qualification within two years of joining the company

NOTE: AT NO TIME MUST A CARE WORKER UNDERTAKE NURSING TASKS

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