

Carer

Job Description and Person Specification

VERSION	3	NO OF PAGES	3 (inc this one)
DATE CREATED	August 2016	DUE FOR REVIEW	August 2017

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FORM – Carer Job Description and Person Specification

Job Purpose

To undertake Care/Support work with the sensitivity required to provide services in a way which will preserve the dignity, privacy, choice, independence, fulfilment and rights of Customers and users of our services.

Accountabilities

1. Delivering The Highest Standard Of Quality Care To All Customers

- 1.1 To support service users to lead as independent life as possible.
- 1.2 To provide personal care support to service users as detailed in care/support plan
- 1.3 To adhere to requirements laid out in the needs led Risk Assessment
- 1.4 To prepare meals, ensuring a balanced diet, undertake household and cleaning tasks, social interaction and any other tasks outlined in the care/support plans
- 1.5 To dress appropriately for the post in accordance with the company dress code
- 1.6 To develop good communication and develop effective working relationships with service users and users of our service
- 1.7 Be willing to work within a service users own home, accepting different environments and varying capabilities of service users
- 1.8 To encourage service users' independence, whilst ensuring dignity, choice and respect at all times
- 1.9 Record and report care call details accurately in the care notes at all times to facilitate any future investigation.

2. Supporting the Company Office and Its Performance

- 2.1 To ensure that any Health and Safety issues are reported immediately
- 2.2 Ensure accurate and full records are kept on each service user
- 2.3 To provide support for service users that require flexibility in their support
- 2.4 To liaise with peers and other professionals

- 2.5 Where required, assist to ensure that all calls are covered
- 2.6 To report any concerns, complaints or safeguarding issues
- 2.7 To attend staff meetings, training, supervisions and appraisals where necessary

3. Supporting Stakeholders and Their Requirements

- 3.1 To alert Managers/Community Support Assistants/ Company Office Staff to any changes in the service user's condition or circumstances
- 3.2 Take responsibility for the safe handling of property and equipment belonging to the service user
- 3.3 Be available and willing to undertake any other tasks specified by line management and relevant to the role and to the needs of the service user
- 3.4 To communicate effectively with all peer groups

4. Occasionally, you may be required to

- 4.1 Undertake other duties as requested by your Line Manager

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Person Specification	
<p>Able to show a high level of initiative and empathy when working with service users. To be able to communicate at all levels effectively and to be able to recognise changes in Customer’s needs or circumstances. To be able to travel within a community setting and have flexibility and reliability.</p>	<p>Function: Support/Care Location: Community Based Reports to: Registered Manager Direct Reports: Deputy Managers & Team Planner Criminal Record Check status: Enhanced DBS Check</p>
<p>Essential Skills</p> <ul style="list-style-type: none"> ▪ Willing to work toward The Care Certificate ▪ Willing to work towards QCF Level 2 in Health and Social Care ▪ Excellent communication skills ▪ Ability to display empathy and warmth to all ▪ Ability to recognise and report hazards ▪ To be able to understand and cope with emergency situations ▪ Accurate Record Keeping ▪ Ability to work as a team ▪ Ability to work alone ▪ Good planning skills <p>Desirable Skills Qualifications</p> <ul style="list-style-type: none"> ▪ QCF Level 2 in Health and Social Care ▪ Specialist Care Training – Various ▪ Experience of working in Social Care either paid or voluntary ▪ Understanding of Supporting people to live independently ▪ Working knowledge of the safeguarding process ▪ Able to carry out moving and positioning techniques ▪ Ability to speak on behalf of others ▪ Understanding of Regulatory Body functions and requirements 	<p>Behavioural Competencies</p> <ul style="list-style-type: none"> ▪ Able to work on own initiative ▪ Communicating Effectively ▪ Self-Development ▪ Quality Focused ▪ People Skills <p>Suggested Performance Measures</p> <ul style="list-style-type: none"> ▪ Timekeeping and Punctuality ▪ Work Attendance <p>Additional Requirements</p> <ul style="list-style-type: none"> • This post is subject to an enhanced DBS check • If you are a driver you must provide a copy of your full and accurate Driving Licence together with a copy of the relevant Business Insurance