

## Contents

<b>1. Function</b> .....	<b>1</b>
<b>2. Responsibility and authority</b> .....	<b>1</b>
<b>3. Relationships</b> .....	<b>2</b>
<b>4. Typical duties</b> .....	<b>3</b>
4.1 Personal care .....	3
4.2 Practical support .....	4
4.3 Health-related tasks .....	4
4.4 Specialist support .....	4
4.5 Other .....	5
<b>5. Person specification</b> .....	<b>5</b>

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## 1. Function

The role of the care worker is to deliver front-line care support services to the company's service users (including children). In general, the support provided by care workers is that which would normally be undertaken by a caring relative and does not include tasks which would normally be undertaken by a qualified nurse.

It is expected that the care worker will fulfil their responsibilities in accordance with the company's policies and procedures and service aims.

This job description is subject to reasonable amendment from time to time as per the care worker contract of employment.

## 2. Responsibility and authority

The care worker is expected and authorised to:

- Portray a professional image at all times;
- Provide care support services of the highest quality to named service users in line with each individual's service plan;
- Encourage and assist service users to achieve optimum independence;
- Respond to service users' personal and social needs as well as their practical ones;
- Support service users to maintain a healthy, safe living environment, with due regard for their personal preferences and lifestyle;
- Support service users to remain well nourished and hydrated;
- Support service users to maintain their personal appearance and self-esteem;
- Support service users to be as physically comfortable as possible;

- Support service users to maintain social relationships and to alleviate isolation;
- Monitor service users' condition and circumstances and to act appropriately when these change;
- Have due regard for the health and safety of themselves and others;
- Maintain accurate, appropriate and up-to-date records of services delivered;
- Practice and promote effective, timely communication both within and outside the company;
- Deliver support in a manner which is sensitive to the service user's culture, disability, race, age, sexuality, marital or civil partnership status, transgender status or religion/belief;
- Engage and work closely with unpaid carers for the benefit of the service user;
- Promote anti-discriminatory practice;
- Protect the confidentiality of service users and of the business;
- Promote the dignity and privacy of service users;
- Act promptly and appropriately to protect service users from neglect or abuse;
- Participate in staff development (including supervision), training and performance appraisals as required;
- Promote and fulfil the company's service aims as defined in the company's Statement of Purpose;
- Comply with company policies and procedures as appropriate;
- Comply with the UKHCA Code of Practice and any other professional codes as may be applicable from time to time;
- Participate in any meetings as required;
- Provide evidence of assignments (e.g. timesheets, use of electronic call logging) completed in line with local procedures.

This list is not exhaustive; further details may be found in the Care Worker Handbook.

### **3. Relationships**

The care worker observes and maintains the following relationships:

- He/she is accountable to the Branch Manager and their delegates (including Care Co-ordinators and Supervisors), as well as to senior management, the Directors of the Company and to any other nominated superiors.
- He/she may have regular contact and interaction with administrative support staff, trainers and others in the course of carrying out his/her duties.
- He/she may have contact with other persons and professionals, in particular social workers, relatives and advocates of service users, healthcare professionals, occupational therapists etc.

## 4. Typical duties

The duties of the care worker may be many and varied, and will be dependent on the content of any individual service plan, but tasks will typically be of the kinds described below. Further detail may be found in the Care Worker Handbook.

### 4.1 Personal care

Personal care, which may include intimate care, may include (but it not necessarily limited to) the following:

- Washing the body (including intimate areas);
- Washing the hands and face;
- Bathing;
- Washing and styling the hair;
- Assistance with make-up and personal grooming;
- Shaving;
- Brushing the teeth;
- Caring for dentures;
- Cleaning of and assistance with glasses or contact lenses;
- Skin care;
- Assisting in or out of bed;
- Assisting to dress or undress;
- Assisting to prepare meals;
- Support to eat or drink;
- Assisting to use the toilet or a commode;
- Assisting to management continence;
- Monitoring skin condition (e.g. pressure sores);
- Assisting in moving from one position to another;
- Assisting to use aids to daily living and rehabilitation;
- Support with exercise (including rehabilitation exercises);
- Use and care of hearing aids;
- Use and care of prosthetics, calipers etc.
- Night sitting;
- Day sitting.

Personal care may be delivered at any time of the night or day.

#### **4.2 Practical support**

Practical support covers a broad range of tasks other than personal care and includes (but is not necessarily limited to):

- Washing up;
- Managing food and household stocks (e.g. rotating food in fridge);
- Domestic cleaning (including vacuuming, dusting, polishing, cleaning bathrooms, kitchens etc.);
- Making and changing beds;
- Clearing out refuse (including recycling);
- Laundry and ironing;
- Management of thermostats, heating etc.
- Shopping;
- Support with household management and personal finances (budgeting, bills etc.);
- Support with maintaining personal relationships (e.g. birthdays, anniversaries, entertaining visitors);
- Escorting on activities outside the home.

Practical support is usually provided during the day, but may be required at other times.

#### **4.3 Health-related tasks**

With appropriate supervision and training from a healthcare professional, care workers may be required to support with health-related tasks, which might include:

- Administration of medicines (and appropriate recording and reporting thereof);
- Catheter care;
- Stoma care;
- Bowel care;
- Use of eye drops;
- Application of ointments;
- Cutting of toe-nails/podiatry.

Health-related tasks may be required at any time of the night or day.

#### **4.4 Specialist support**

The company provides a range of specialist services which, subject to completion of appropriate training, a care worker may be asked to deliver. These include (but are not limited to) providing support to:

- People with mental health needs;

- People with learning disabilities;
- People with dementia;
- People with physical disabilities;
- Disabled parents;
- People who are terminally ill or at the end of life.

#### 4.5 Other

Care workers may be asked to carry out any other duties that may reasonably be required by management.

## 5. Person specification

Applicants' suitability for the position will be assessed according to their ability to meet the following requirements in terms of key competencies, personal attributes, experience and qualifications:

Key Competency	Essential	Desirable
Understanding of principles of good care	✓	
Able to understand and follow written and verbal instructions	✓	
Understanding of and commitment to equality	✓	
Good interpersonal skills	✓	
Sufficiently literate in spoken English to communicate effectively with service users.	✓	
Sufficiently competent in written English to maintain legible and accurate service records.	✓	
Able to speak or write minority languages		✓
Sufficiently numerate to effectively manage financial records and transactions.	✓	

Personal Attributes	Essential	Desirable
A genuine concern for the welfare of others	✓	
Kind, compassionate and gentle	✓	
Even-tempered and patient	✓	
Empathy and the ability to listen and empower others	✓	
Conscientious and hard-working	✓	
Honest and trustworthy	✓	
Dependable, reliable and punctual	✓	
Flexible and responsive	✓	
Organised	✓	
Able to work effectively as part of a multi-disciplinary team	✓	
Able to respond appropriately to the unexpected	✓	
Committed to making a positive difference to people's lives	✓	
Committed to continued personal and professional development, including obtaining relevant professional qualifications	✓	

Experience	Essential	Desirable
Personal experience of delivering care support services		✓

Qualifications/Licences	Essential	Desirable
GCSE Maths and English grades A-C (or equivalent)		✓

<b>Qualifications/Licences</b>	<b>Essential</b>	<b>Desirable</b>
QCF level 2 diploma (or equivalent)		✓
Full driving licence		✓

All care workers will be subject to an enhanced level DBS Disclosure.