

Position Title:	Care & Support Worker	Position Summary
Reports to:	Service Coordinator / Field Based Supervisor / Senior Care Worker	You will work within a set geographical area/care scheme to provide an outcome based and person centered service to enable service users to live an independent life through a range of support services, including personal care, emotional and physical support, working in line with regulatory frameworks and that of Hales' own policies and procedures.

Responsibilities and Accountabilities: (Tasks, Business Processes and Procedures for which this job is responsible, and deliverables for which they are accountable.)

Deliver a Personal Approach	Familiarise yourself with the documented Care & Support Plan and deliver services in line with the preferences, needs and outcomes within it at all times.
	Promote independence by enabling service users to maintain their skills, actively encouraging service users to make informed decisions about their own life.
	Assist service users with all aspects of personal care including: <ul style="list-style-type: none"> ▪ Washing, bathing or showering ▪ Contenance care ▪ Assisting to dress ▪ Getting in and out of bed, general mobility ▪ Shaving ▪ Preparation of meals, eating and drinking In addition, non-personal tasks may include: <ul style="list-style-type: none"> ▪ Ironing, shopping, washing up, laundry ▪ Collection of pensions, social interaction and outings ▪ Providing or obtaining information and assistance with form-filling
	Administer medication in line with the Hales Group medication policy and local authority procedures.
	Ensure work undertaken is appropriate to meet the service user's outcomes within their support plan, reporting any changes in health, behaviour or wellbeing to your line manager without delay.
Maintain Professional Excellence	Provide the highest standards of service and care to the service users, promoting progress towards their outcomes at all times.
	Report any safeguarding or poor practice concerns to your line manager without delay, or in your line manager's absence, to the relevant person.
	Maintain accurate records including daily recording and medication administration records (MAR Chart) and maintain confidentiality in line with Hales Group's data protection and the relevant legislation in place at the time.
	Comply with all aspects of the Health and Safety at Work Act 1974 and Hales Group policies and procedures relating to health and safety.
	To always wear the uniform provided, where appropriate and maintain smart, clean appearance at all times.
Empower Trust	Maintain professional relationships and boundaries with service users and their families at all times.
	Work your agreed rota pattern based around the service user needs and ensure all visits are attended in line with your duty of care.
	Treat all colleagues, service users and their families with respect, dignity and courtesy and maintain confidentiality at all times in line with Hales Group Confidentiality Policy and the relevant legislation in place at the time.
	Ensure safe continuity of care is maintained by following the Company's attendance, absence and miscellaneous leave policy at all times.
	Carry out any other duties proportionate with the role of Care & Support Worker to ensure the efficient running of the service, to create a safe, supportive and enabling environment to service users.
Champion Change	Attend and contribute to mandatory peer group meetings and communication events.
	Attend and participate in all specialist and mandatory training as well as taking responsibility for your own ongoing learning and development. To also attend supervisions and staff meetings as requested in accordance with Hales Home Care policies.
	Complete additional ad hoc duties as required by your local branch to support the safe function of the

	care service. Duties could include general administration and office-based support including out of hours and on call services.
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Person Specification:

Category	Essential criteria	Desirable Criteria	How Measured
Education / Training	Relevant standard of education (or equivalent) with a willingness to undertake Level 2 Diploma in Care/QCF qualification. Have a good level of literacy and numeracy.	Level 2 Diploma in Care or equivalent qualification. Certified training relevant to domiciliary care.	Interview / Application Form and Skills Assessment
Experience	No formal experience is required.	Previous experience working within the social care sector in domiciliary care, care home, learning disabilities or mental health services. Administering medication within a social care environment.	Interview and appropriate training certificates
Skills / Knowledge	Able to work unsupervised using own initiative and as part of a team. Effective interpersonal skills to be able to communicate effectively, both verbally and written to service users, support staff, families, branch management and other key professionals. Able to change approach and style to meet the needs of a diverse group of service user needs. Have knowledge and understanding of confidentiality. Be non-judgemental in approach.	Has knowledge of working within a diverse client group. Has an understanding of common conditions within the client group that we serve and how to support individuals with their needs. Knowledge of geographical area.	Interview & References
Personality	Must be able to exemplify ethics, work practices and behaviours that are consistent the Hales Group corporate values (using examples from previous work history). Has a good sense of humour, is warm, approachable and friendly. Ability to maintain composure in a challenging situation.		Interview
Other Key Requirements	Is able to work as part of a team and on a one-to-one basis. Able to work flexibly, including alternate weekends.	Full driving licence and own transport.	Application / Interview

This job description will be updated from time to time at the discretion of management in response to changing business needs.

I understand my responsibilities in line with this job description.

Position holder: _____ **Signature:** _____ **Date:** _____

Line manager: _____ **Signature:** _____ **Date:** _____