

<b>Applicant's Name</b>	
<b>Job title</b>	<b>Care Worker</b>
<b>Reports to</b>	<b>Care Coordinator and Senior Supervisor</b>

### Job purpose

Universal Care Services (UK) Limited provides personal care and low level cleaning and support to people who still live in their own homes, but who require additional support with personal care, domestic support or any other activity that allows them to maintain their independence and quality of life (domiciliary care).

The purpose of this role is to provide safe, effective and efficient delivery of care and support maintaining respect and service users dignity at all times.

### Key responsibilities

The job requires the Care Support Worker to be responsible and accountable for:

1. safe and effective care management
2. quality levels
3. risk management
4. safeguarding
5. health and safety
6. data management and control
7. aligning service standards to company policies, contractual and or legal obligations

### General Duties and responsibilities – (not exclusive or exhaustive)

#### Service Delivery

- Ensure care and support needs are met, in accordance with an agreed Person-Centred Care plan and by continued consent of service user or authorised representative.
- Ensure the privacy, confidentiality and dignity of individual service user is maintained.
- Enable service users to achieve desired outcomes by working “with” and not “for” them.
- Accept ownership and accountability for working practice.

#### Provide assistance and Support with Personal Care needs

- Dressing and undressing
- Washing/bathing/showering/oral care/personal care
- Continence management
- Helping with toileting, changing catheters, stoma bags and emptying commodes

#### Provide Assistance and Support with Medication needs

- Supporting with medication according to the care plan
- Collecting and delivering prescription
- Completion of relevant documentation, M.A.R (Medication Administration Record) sheets and reporting any inconsistencies

### **Provide Assistance and Support with Nutritional needs**

- Preparation of meals, snacks and drinks according to individual choice
- Monitoring food and drink intake when needed
- Supporting with feeding when required

### **Provide Assistance and Support with General Domestic tasks**

- Low level cleaning
- Bed making
- Laundry
- Shopping
- Washing and drying dishes.

### **Manage Information**

- Record accurate, detailed and legible records of any care or support provided including omissions.
- Ensure all information (data) is controlled and managed in accordance with current legislation.
- Ensure all information (data) is accurate and reflects current requirements.

### **Quality Management**

- Responsible for maintaining and improving knowledge, competencies and skills.
- Ensure all required care records are accurately maintained.
- Ensure all Communication logs are accurately maintained.
- Participate in supervisions as required.
- Participate in team meetings as required.

### **Safeguarding**

- Follow National and Local Safeguarding requirements and report all concerns immediately.

### **General Health and Wellbeing of Client**

- To report any change of circumstances regarding service user's health or environment to the Office.

### **General Standards**

- Familiarise and comply with all company policies and procedures
- Participate in any induction programme and attend all refresher courses; and regular in-house training
- Represent Universal Care Services in a professional manner consistently, maintaining 'brand image'
- Accepts ownership and responsibility for day to day care duties and activities
- Accepts ownership and responsibility for own health and safety during employment

### **Qualifications**

Good standard of English

### **Working conditions**

Variable and subject to business requirements

## Physical requirements

Domiciliary care practice is at times, physically, emotionally and psychologically difficult. This can place demands on the workforce at all levels, requiring consistent and effective supervision on a regular basis.

## Direct reports

None

<b>Approved by:</b>	Ray Khan
<b>Date approved:</b>	25 <sup>th</sup> June 2019
<b>Reviewed:</b>	28 <sup>th</sup> June 2019

*This Job Description sets out the responsibilities of the post at the time it was drawn up and aims to provide the Applicant or Employee with an accurate and concise summary of the Job, main duties and responsibilities, however it is not intended to be restrictive or absolute. Variations are a common occurrence and do not of themselves constitute additional responsibilities.*

*Such responsibilities may vary from time to time without changing the general character of the post or level of accountability entailed.*

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**Person Specification**

Attribute	Essential	Desirable
<b>Education and Qualifications</b>	Completion of Care Certificate (prior to commencement of employment) – training provided  Compliance with all training, safeguarding and regulatory requirements relating to the provision of care at home for vulnerable adults (prior to commencement of employment) - training provided	None
<b>Work Experience</b>	None	Previous work experience in a caring profession or environment.
<b>Knowledge, Skills and Training</b>	General insight into the care of Elderly  Understanding the responsibility of working with vulnerable adults.  Effective communication skills.  Written skills sufficient to write accurate notes.  Ability to work on own and as part of a team.	None
<b>Personal Characteristics</b>	Caring personality with empathy for the vulnerable individuals of community.  Demonstrates enthusiasm and commitment.  Self-motivated, solution focused and proactive.  Approachable, dependable and confident.	None

*Job Description Ends*

Please sign that you have read and understood the job discretion. You will be given a copy of this document to keep and a copy will be retained on your file.

**Name:** ..... **Signature:** ..... **Date:** .....