

## Care Companion (Community Carer)

### About the organisation

Age UK Lincolnshire is an independent local charity, part of the Age UK brand partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 6000 people every week. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

Our vision – a world where older people flourish – is delivered in the pursuit of our strategic priorities and values:

|                                                                                               |                        |
|-----------------------------------------------------------------------------------------------|------------------------|
| To improve the lives of older people                                                          | Caring & Understanding |
| To increase our organisation's financial sustainability and contribution to the local economy | Dedicated & Passionate |
| To be leaders in providing high quality services and achieve customer excellence              | Dignity & Respect      |
| To be a partner of choice                                                                     | Independence           |
| To be an employer of choice for staff and volunteers                                          | Compassionate          |

We employ more than 260 people in 19 different departments who are supported by more than 200 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincoln & South Lincolnshire.

### Our recruitment and selection process

All candidates are required to complete our [application form](#) to ensure a fair and consistent process; CVs will not be accepted.

The questions we ask are designed to capture the key information about your employment history and the skills and qualifications you have gained whilst at work or in education. We encourage applicants to use the job description and person specification when completing their application to demonstrate they understand the role for which they are applying.

Applications are sent to the hiring managers for short listing once the job advert has closed. In some cases, your application may be sent before the closing date if a sufficient number of applications are received.

We are unable to provide feedback on any application received by the organisation.

# Job Description

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job title:</b>      | Care Companion (Community Carer)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Department:</b>     | Care Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Location:</b>       | Lincoln and surrounding areas                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Hours of work:</b>  | Zero hour – evenings, weekends                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Contract:</b>       | Permanent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Responsible to:</b> | Registered Care Services Manager and Care Coordinators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Job purpose:</b>    | The Community Carer will be responsible for providing high quality, compassionate care to clients in their homes. This role involves delivering personal care, ensuring a safe and clean environment, following care plans and supporting clients in various aspects of daily living and administering medications as required. The Community Carer will also maintain open communication with staff, follow risk assessments and will work collaboratively with the team, including Coordinators and the Care Manager, to ensure that care is delivered consistently and in line with policies and procedures. |

## Key Responsibilities:

### Care Delivery & Personal Care:

- Follow and deliver care plans tailored to each client's specific needs.
- Provide personal care including showering, dressing and other tasks outlined in the care plan.
- Ensure that the client's home environment is safe, clean and conducive to their wellbeing

### Medication Administration:

- Administer medications as prescribed and in accordance with the care plan and organisational policies.
- Monitor clients for any side effects or reactions to medications and report concerns to a Co-ordinator or Care Manager.
- Ensure medication is stored safely and accurately documented.

### Communication & Liaison:

- Maintain open, honest and transparent communication with clients, families and team members, ensuring that all relevant information is shared and understood.
- Report any incidents, concerns or changes in the client's condition according to policies and processes.

- Participate in team meeting and contribute to discussion on service improvements and best practices.

**Timely & Consistent Care:**

- Attend all scheduled visits in a timely manner and ensure the visit duration aligns with the care plan.
- Provide consistent and reliable care, ensuring that each client's needs are met to a high standard during every visit.

**Client Support:**

- Accompany clients to appointments as needed.
- Assist with food preparation and ensure the client has access to nutritious meals in line with their dietary needs and preferences.

**Risk Assessment & Safety:**

- Follow risk assessments and implement appropriate measure to ensure the health, safety and wellbeing of clients.
- Monitor any potential hazards in the client's environment and report any concerns to the Care Co-ordinator.
- Ensure all care tasks are carried out with consideration of health and safety protocols.

**Digital Record Keeping:**

- Keep up to date with all mandatory online and manual training to ensure compliance with care standards.
- Attend regular team meetings and contribute to discussions on service improvements and best practices.

**Health & Safety:**

- Adhere to health and safety policies and procedures to maintain a safe working environment for both clients and staff.
- Use Personal Protective Equipment (PPE) appropriately and in line with organisational and public health guidelines.
- Maintain client, staff and organisational confidentiality, in accordance with confidentiality policies and the Data Protection Act.

**Compliance with Legal & Regulatory Requirements:**

- Adhere to the principles of the Mental Capacity Act (MCA) guidelines and ensure that decisions are made in the best interest of the client.
- Ensure compliance with CQC standards, following relevant regulations in the delivery of care.

**Teamwork & Collaboration:**

- Work effectively as part of a team, including with Co-ordinators, the Care Manager and other internal and external departments and professionals.

- Support colleagues in other departments as requested to ensure the effective running of services and delivery of care.
- Maintain a positive and respectful working relationship with clients, colleagues, line managers and other stakeholders.
- Carry out any other reasonable duties requested by your line manager to support the needs of the service and the clients.

## Person Specification

|   |           |   |           |   |             |   |           |
|---|-----------|---|-----------|---|-------------|---|-----------|
| E | Essential | D | Desirable | A | Application | I | Interview |
|---|-----------|---|-----------|---|-------------|---|-----------|

### Experience

| Characteristic                                           | Assessment |     |
|----------------------------------------------------------|------------|-----|
| Ability to work a variety of shifts, including weekends  | E          | A/I |
| Ability to follow organisational policies and procedures | E          | A/I |
| Previous experience in a care or community setting       | D          | A/I |

### Knowledge

| Characteristic                                                                                                                                                                        | Assessment |     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----|
| Understanding and appreciation of the needs of older people and persons at risk                                                                                                       | E          | A/I |
| An excellent communicator with proven ability to communicate effectively both verbally and in writing and liaise with people at all levels and from a variety of cultural backgrounds | E          | A/I |
| Awareness of services available for older people and people at risk throughout the county of Lincolnshire.                                                                            | D          | A/I |
| Knowledge of CQC regulations and outcomes                                                                                                                                             | D          | A/I |

### Education & Qualifications

| Characteristic                                                                                               | Assessment |     |
|--------------------------------------------------------------------------------------------------------------|------------|-----|
| Good standard of general education                                                                           | E          | A/I |
| Willingness to complete on going trainings                                                                   | E          | A/I |
| Qualification to NVQ Level 2 (or equivalent) in Health & Social Care or equivalent health care qualification | D          | A/I |

### Personal Qualities

| Characteristic                                        | Assessment |     |
|-------------------------------------------------------|------------|-----|
| Positive attitude and good sense of humour            | E          | I   |
| Strong organisational skills with attention to detail | E          | A/I |

|                                                                                    |   |     |
|------------------------------------------------------------------------------------|---|-----|
| Excellent communication and interpersonal skills                                   | E | A/I |
| Ability to work independently and as part of a team                                | E | A/I |
| Willing to accept instruction, responsibility and accountability                   | E | A/I |
| A caring, empathetic and patient approach to client care                           | E | A/I |
| Flexibility to adapt to changing needs and tasks                                   | E | A/I |
| Commitment to fostering a positive, inclusive and professional working environment | E | A/I |
| Understanding the importance of and commitment to confidentiality                  | E | A/I |
| Commitment to fulfilling the needs of vulnerable people                            | E | A/I |
| Integrity and transparency in all aspects of work                                  | E | A/I |

## Additional Information

### Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

### Mileage

We pay 45p per mile up to 10,000 miles and a reduced rate thereafter.

### Probation Period

All employees are subject to a six-month probationary period.

### DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list).

## Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email [HR@ageuklincolnshire.org.uk](mailto:HR@ageuklincolnshire.org.uk) or call 0345 556 4144 and ask to speak to a member of the HR team.