Job Description

Job Title: CARE WORKER

Post Reports to: CRS OPERATIONS MANAGER/CRS HEAD OF SERVICE

Reports to Post: NONE

Location: KENT AREA

Job purpose

To act as Care Worker under the management of CRS Head of Service/CRS Operations Manager. To provide client-led support and assistance in the community for individuals living with learning disabilities such as trips to the cinema, bowling, shopping, walks, gyms, snooker, day centre clubs and sit-in services.

To act as part of the team to deliver care and support to clients using our support services and will also include transporting clients to and from their homes in order for them to engage in the activities and sit-in services of their choice.

Job responsibilities

Care provision

- To provide support to Clients with a wide range of needs, illnesses and disabilities.
- To know and understand the care and support of the Client.
- To look after the physical, emotional, cultural and social needs of the Clients using a person-centred approach.
- To observe and promote the Client's choice, independence, dignity, privacy, fulfilment and other rights.
- To create and maintain good professional relationships with Clients, their family and friends and other stakeholders.
- To undertake the tasks detailed in the Client's care plan using a person-centred approach and in the least intrusive way.
- To encourage the independence and motivation of the Client.
- To provide input into the care and support plans of Clients by regularly feeding back to the CRS office.

- To prompt Clients to take their medication, if applicable.

- To use manual handling equipment safely and correctly where available.

- To take responsibility for the safe handling of property and equipment belonging to the Client.

- To maintain good communication and develop effective working relationships with Clients.

- To provide companionship to the Client, actively talking and listening to them about their interests.

- To help the Client to maintain contact with their family and friends.

- To accompany the Client on trips into the community.

- To ensure as safe as possible the living environment for the Client, whilst respecting the Client's choice and rights.

Recording and Reporting

- To maintain detailed accurate records in respect of care and medication support given and tasks undertaken.

- To regularly read care and support plans & risk assessments, acknowledging changes.

- To protect the confidentiality of all information relating to the Client and not divulge information to anyone who is not authorised to receive it.

- To promptly report to the CRS office or Out of Hours service any issues concerning the care, support, well-being or behaviour of the Client and update records accordingly.

- To continue to monitor where concerns have been reported and recorded.

- To recognise the signs of abuse and immediately report abuse or suspected abuse to a Manager.

- To report any complaints to the CRS office or Out of Hours service.

- To contact the CRS office or Out of Hours service, if running late.

General

- To dress appropriately depending on the support needed and have their ID badge with them.

- To actively support other Care Workers.

- To seek out best practice and look at innovative ways to improve the quality and efficiency of service delivery.

- To ensure that if using a personal vehicle for transporting clients, that it is has business car insurance and a liability form is completed and given to the office.

- To attend and participate in staff meetings and any other relevant meetings.

- To attend in-house/external and E-Learning training pertinent to the role of Care Worker.

- To ensure completed monthly timesheets are submitted on time.

- To observe all health & safety rules and take reasonable care to promote health and safety of self and others and raise any concerns to the office.

- Any other duties requested by the CRS office which are within the scope of the post.

- To adhere to all relevant policies, procedures and guidelines.

- To actively market promote the service by providing a positive, personal and professional profile, ensuring the good reputation of Age UK Medway at all times.

The areas covered in the Job Description are intended to provide an overall context to the role, and is not designed to be an exhaustive list of tasks.

Communication and working relationships

Internal

- Group Chief Executive
- Operations Director
- CRS Head of Service
- CRS Operations Manager
- Head of Mainstream Day Services
- Day Centre staff
- Administration staff
- Clients and Families

External

- Adult Mental Health Services
- Occupational Health Services
- Physiotherapy Services
- Housing Organisations
- Statutory and Voluntary Organisations

Performance review

Personal Performance will be assessed annually. Personal development plan or training will be agreed with the CRS Head of Service/CRS Operations Manager.

General

All employees are subject to the requirements of the Health and Safety at Work Act. The post holder is required to ensure as an employee, that their work methods do not endanger themselves or others.

All employees are subject to the requirements of the Data Protection Act and General Data Protection Regulations, and must maintain strict confidentiality in respect of Service Users, staff information and records at all times.

All employees must comply with the organisations Equality and Diversity Policy.

Age UK Medway aims to maintain the goodwill and confidence of its own staff, Service Users and the public. To achieve this objective, it is essential that employees carry out their duties in a professional, courteous and empathetic manner.

Age UK Medway maintains the right to amend the job description in consultation with the post holder. Any agreed changes will be notified in writing.

Personal specification

Required:

- Some knowledge of issues relating to people with Learning Disabilities and their needs, or possess a willingness to learn
- To hold a full driving licence
- Hold an NVQ Level 2 in Health & Social Care, or be willing to work towards the qualification.
- Have experience of working with people with Learning Disabilities and related medical conditions.
- Must be prepared to have an Enhanced Disclosure and Barring Service (DBS) check.
- To have a flexible approach, with a willingness to provide cover for colleagues at short notice.
- Possess a creative flair and an interest, towards contributing to the planning of and provision of stimulating activities for Clients.
- Be able to work as part of a team but also able to use own initiative.
- Demonstrable ability to act on own initiative according to individual client's needs and requirements.
- Good communication skills.