Job Description

Job Title: COMMUNITY DOMESTIC WORKER

Reports to: TEAM LEADERS

Location: MEDWAY AREA

Job purpose

To act as a Community Domestic Worker under the management of their Team Leader(s) and/Operations Director. To provide an agreed level of domestic support to the older people that use our services, whilst adhering to the Company Code of Professional Conduct and all other relevant policies.

Key responsibilities

- To provide domestic support to service users in their own homes, where required to cover, carrying out tasks such as shopping and housework services; including (but not limited to) cleaning, cooking, washing up, washing, ironing, pet care (if applicable) etc.
- To provide emotional support and companionship to service users in their own homes, where required to cover, e.g. keeping them company during the call.
- To work as part of a team to enable the independence, health and well-being of service users.
- To effectively monitor client satisfaction.
- To promote a healthy lifestyle to clients.
- To establish good relationships with clients (and their carers where applicable).
- To conduct regular home safety checks.
- To assist in monitoring clients' needs and reporting any changes in dependence, or mental or physical health to the appropriate Care Manager or Director.
- To attend regular supervision and staff meetings.
- To respect the confidentiality of all service users.

- To maintain records of visits and any relevant care needs and/or action taken.

- To liaise with a range of health and social care professionals and organisations.
- To undertake a range of allocated tasks to agreed standard within a specific time, according to the care plan.

- To collect service user contributions and record as appropriate.

- To undertake routes economically, attending client appointments in location order via the Mobizio app.

- To encourage and support individuals to maintain social networks and access to social and leisure facilities.

- To follow all the organisations policies and procedures as described in the handbook and on our policy platform.

- To ensure that all clients are encouraged and empowered to Achieve Life's Fullness.

- To complete mandatory care training to support your role and our clients.

- To offer flexibility across a variety of shift patterns to accommodate the business needs.

- To take on any other reasonable duties, within individual capability, to meet the needs of the organisation.

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.
- Team Leaders.
- Day Centre staff.
- Volunteers.
- Administration staff.

External

- Service Users and families.
- Social Services.
- Care Managers.
- Age UK organisations.
- Adult Mental Health Services.
- Occupational Therapy Services.
- Physiotherapy Services.
- Hospital Admission/Discharge Departments.
- Housing organisations.
- Statutory and Voluntary organisations.

Performance review

Personal performance will be assessed annually.

A personal development plan or training will be agreed with your Team Leader and/ the Operations Director.

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 Kent Rivers 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 Kent Rivers maintains the right to amend the job description in consultation with the post holder.

Any agreed changes will be notified in writing.

Personal specification

- To hold a full driving licence and have the use of your own adequately insured vehicle ('Business Use' insurance).
- Excellent communication skills.
- Emotional intelligence.
- Demonstrate a knowledge of the issues relating to older people as well as an understanding of the local care system, i.e. Social Services.
- Must be prepared to undertake a Disclosure & Barring Service (DBS) check.
- Have a flexible approach, with an ability to prioritise your workload and use your own initiative.
- Have experience of working with older people.