

Job Description

Job Title:	CARE WORKER
Responsible to:	CRS HEAD OF SERVICE
Reports to:	CRS TEAM LEADER
Location:	KENT & MEDWAY

Job Purpose

- 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 Client's, their family and friends, and other stakeholders
- To actively support other Care Workers
- To adhere to all relevant policies, procedures and guidelines
- To actively market and promote the service by providing a positive, personal and professional profile, ensuring the good reputation of Carers Relief Service at all times.

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 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 Senior Co-Ordinator
- 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 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 to tasks undertaken
- To regularly read care and support plans, and risks 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 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 the Manager
- To report any complaints to the office or Out of Hours service
- To contact the 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 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 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 and safety rules and take reasonable care to promote health and safety of self and others, and to raise any concerns to the office
- Any other duties requested by the Carers Relief Office and/or CRS Team Leader, which are within scope of the post

** 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.*

Performance Review

Personal Performance will be assessed annually.

Personal development plan or training will be agreed with the Chief Executive.

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 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.

