

JOB DESCRIPTION

JOB TITLE:	Home Care Support Worker
LOCATION:	Age UK Northumberland - Community and Office based
RESPONSIBLE FOR:	None
RESPONSIBLE TO:	Home Care Supervisor
SALARY:	£7.80 per hour
HOURS:	Minimum of 16 hours per week and up to 48 hours per week, business-led with some evening and weekend working required

ROLE SUMMARY

Support Workers work to promote service users to remain independent in their own homes.

Our Support Workers deliver care in the home and other venues, provide a reliable, personal service which meets the individuals personal need and respect confidentiality at all times.

Duties and tasks will include the provision of personal, social and enabling care and support to service users within their own home and in the community.

JOB SPECIFICATION

1. To deliver high quality care to Service Users and their families

- To provide the highest quality care to service users in their own homes in accordance with their support plan, in person-centred approach.
- The range of tasks that the Support Worker may be required to undertake covers personal care, domestic/practical tasks, and enabling and support work:
- Personal care includes washing, dressing, bathing, toileting and medication monitoring and/or assistance.
- Social duties include preparing and cooking meals, essential cleaning, shopping, bill payment and fire maintenance.
- Enabling and support may include such activities as supervising, monitoring and coaching to empower service users to be as independent as possible and have control over their own lives. Support Workers may also be required to escort or accompany service users to outings, appointments or other events.
- To be aware of the personal needs and requirements of your service users, communicating successfully, not only with your service user, their family, friends and other healthcare professionals.
- Ensure that all care is completed within Age UK Northumberland's Policies and Procedures, CQC Fundamental Standards and all contractual and legislative requirements.

- Any other duties that may be necessary to comply with the demands of the CQC or other legislative bodies.
- Maintain appropriate records to meet the needs of the service, observing and promptly reporting back any changes or concerns in your service user's circumstances or condition.
- Contribute to and work effectively as part of a team.
- Deliver support in a manner which is sensitive to the service user's culture, disability, race, age, sexuality, marital or civil partnership status, transgender status or religion/belief.
- Engage and work closely with unpaid carers, such as family or friends, for the benefit of the service user.
- Promote anti-discriminatory practice.
- Protect the confidentiality of service users and of Age UK Northumberland.
- Promote the dignity and privacy of service users.
- Act promptly and appropriately to protect service users from neglect or abuse.
- Participate in staff development (including supervision), training and performance appraisals as required.
- At all times present a professional and caring image of Age UK Northumberland and demonstrate behaviors reflective of Age UK Northumberland values.
- Any other duties as delegated by line managers.

4. Additional responsibilities

Health and Safety

As an employee of Age UK Northumberland, the post holder has a duty under the Health and Safety at Work Act 1974, to:

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

Data Protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the

specified registered purposes and to use or disclose data only to authorized persons or organizations as instructed.

**Please note: this job description is subject to regular review and appropriate modification.
This is not a contractual document.**