**AGE UK WAKEFIELD DISTRICT**

**Job Description**

**Job Title:** Care Assistant – Home Support Service

**Salary:** £21,164 per annum (pro rata) - £11.00 per hour

**Hours:** Various hours’ contract available up to 30 hours (min 16 hours) with additional hours available.

Flexible working within the service hours (7am to 10pm) including unsociable hours working early mornings, evenings, alternate weekends and Bank Holidays.

**Contract Term:** Permanent

**Location:** Working primarily in your local community, supporting the service throughout the Wakefield Metropolitan District

**Responsible to:** Home Support Service Registered Manager

**Job Purpose:**

Age UK Wakefield District provides quality services to individuals across the district in a variety of ways. The Home Support Service is vital in providing practical support to those individuals whose circumstances are changing and now require a varying level of support to remain independent. The role is to provide that support in a caring and considerate manner, promote choice and control and meet express needs and wishes whilst reinforcing the values of the Charity and the important work undertaken for older people in the district. The approach we take is flexible and based on the principle of putting the needs of the individual first; this means while our care is clearly planned and detailed we offer our time and flexibility to best meet the needs of each person. This varies from domestic support, through to medications and low level personal care.

**Main Duties:**

**Customer Relations:**

* Provide all services, personal, social or domestic, with a person-centred focus, promoting independence and ensuring delivery with respect and dignity at all times
* Follow all care plans accurately
* Meet customer’s domestic and social needs within agreed timescales
* Work within Home Support Service (HSS) schedule with the customer, or their representative, ensuring full understanding of the service delivery and boundaries
* Ensure the highest standards of customer care and service are achieved throughout the operation, including the correct logging of any concerns regarding risk assessment, customer health and safety/abuse and regular updates as the customer’s needs change

**Staff Awareness:**

* To attend an active training programme
* Support the Manager by demonstrating a good understanding of and compliance with CQC standards, all the charity’s policies and HSS procedures
* Identify if a care plan needs reviewing outside of planned schedules

**Equipment:**

* To use equipment appropriately and report any issues to the Manager
* Use appropriate PPE equipment and advise if this needs addressing on a case by case basis
* Contribute to an organised and pleasant service reputation for the staff and customers

**Administration:**

* Record all relevant information for each visit, using care plans and other tools accordingly
* Access rotas and relevant information via electronic means of communicating
* Maintain absolute confidentiality with regard to customer and Charity information
* Cover for staff members due to planned and unexpected absences and attend training activities
* Work closely with the HSS Manager to resolve any issues within the HSS quickly and effectively
* Undertake any other appropriate duties required to realise the full potential of the service

**Other Duties and Responsibilities:**

* Social and Domestic Support this will involve assisting the customer with a range of activities including companionship and household management
* Sample tasks/activities include general housework, shopping, pet care, supporting someone to attend appointments, enabling someone to access community based services/amenities and aid communication/visits to family/friends
* This list is not exhaustive

**Experience and abilities:**

* A full UK driving licence and access to a vehicle with business use insurance
* GCSE Maths and English grade C or above
* Ability to work flexibly within the hours of the service
* Experience of working with older people
* Experience of working in a supportive environment
* To be mobile in being able to carry out physical tasks within the job.
* Ability to communicate effectively, both orally and in written form, using the English language and able to produce accurate, factual, legible and clear reports.
* Ability to work as part of a multidisciplinary team.
* Ability to use own initiative.
* Ability to work with and for older people.
* Ability to work to agreed action plans.
* Good IT skills (general word processing, use of Smart Phones and emails)
* To keep accurate records and reports.
* Ability to maintain confidentiality.
* Good interpersonal and communication skills.
* Willingness to follow food hygiene and health & safety standards.
* Willing to provide personal care support.
* Reliable and excellent timekeeper.
* An open minded approach to individuals, avoiding judgement and stereotyping
* Commitment to Equality and Diversity.
* Willingness to attend training.
* Ability to work in a non-judgemental manner. An open minded approach to individuals, avoiding judgement and stereotyping.
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This post is subject to satisfactory references, satisfactory completion of probationary period and an enhanced DBS disclosure.

**Benefits we can offer:**

In addition to working with a group of passionate, generous and talented people, the Charity can offer the following benefits:

* Opportunities for career development within the Charity – over 60% of the Senior Management progressed through other roles
* Flexible working arrangements, around the group requirements and Charity policies
* Modern IT and mobile equipment supplied, with rapid tech support
* Training according to role but also access to areas of interest for the Charity
* 25 days paid holiday allowance plus Bank Holidays (full time equivalent - pro rata)
* Company Sick Pay from day one of absence
* A pension plan is available to all employees
* As a Mindful Employer we take the well-being of our team members seriously