



CARE /SUPPORT WORKER JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Care/Support Worker
REPORTS TO: Care Manager

Summary of Post

Main Responsibilities: Undertake all Care/Support work with the sensitivity required to provide services in a way, which will preserve the dignity, privacy, choice, independence, fulfilment and rights of the Service User and his/her usual carer/members of family

- To undertake basic personal care tasks and support services as outlined in the Service User's care/support plan
- To maintain good communication and develop effective working relationships with Service Users
- Liaise with agencies and other professionals as necessary
- To adhere to all of the Diligent Care policies and procedures

Duties to include

1. To alert Care Managers of any changes in the Service User's condition or circumstances
2. To develop good communication links with any carer or family member in the Service User's home
3. To be able to assist service users to go on outings safely if required.
4. To assist and support service users to attend appointments and complete necessary paperwork if required.
5. To prepare and cook meals as outlined in the care/support plan
6. To undertake housekeeping, household cleaning and laundry duties as requested if outlined in the care plan
7. To help with purchasing of provisions to provide an adequate, balanced and stimulating diet where necessary
8. Ensure a safe as possible living environment for Service Users whilst respecting Service User's choice and rights
9. Ensure the Service User is not put at risk as a result of home care activities
10. Work as part of a team and equally be able to work alone
11. Dress appropriately for post (protective clothing and uniforms are provided by Diligent Care)
12. Take responsibility for the safe handling of property and equipment belonging to the Service User
13. Attend supervision, training and staff meetings, as required
14. To be willing to travel between Service Users' homes in the most efficient way possible. (Car user, Cyclist, knowledge of public transport)
15. Be willing to work within Service Users' own homes and accept different environments and varying capabilities of Service Users



16. Be available and willing to undertake any other tasks specified by line management relevant to the role and to the needs of the Service Users

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PERSON SPECIFICATION

	Essential	Desirable
Qualifications	Must be willing to work towards Common Induction Standards	Achieved/willing to work towards NVQ2 qualification/specialist training as required
Experience	Understanding of care provision, in either paid/voluntary capacity (this can include care for friends/family members)	Experience of working in Social Care
Skills/Attributes	<p>Excellent communications skills - To be able to liaise effectively with office staff, Social Workers, Service Users and Service User family members</p> <p>Ability to display empathy and warmth</p>	<p>Good planning skills</p> <p>Ability to cope with change</p> <p>To be able to understand and cope with emergency situations</p>
Additional Requirements	If using car for working purposes, must have a full driving licence and appropriate insurance	