



Job Description & Person Specification

Job Title:	Community Support Worker	Job Category:	Care/Support Services
Location:	Based within the Community from the Regulated office – Office H, The Limes Business Centre, 5 Birmingham Road, Walsall, WS1 2LT		
Contract Type	0 (zero) Hours per week	Pay Frequency:	Monthly (5 th of each month)
Level/Salary Range (Per Hour):	To be discussed at Interview. Weekend/Bank Holiday enhancements paid. Night-sitting rates apply. Mileage paid <u>PER HOUR.</u>		
HR Contact:	Rob Welshman (Registered Manager & Managing Director)		
Training Available:	Training will be provided as and when required in subjects mandatory to meet the CQC requirements and also to develop staff members wishing to enhance their learning also specialist raining required to meet individual need(s) of service users.		
Travel Required:	Car Driver (preferred) – Mileage enhancement paid.		
Applications Accepted by:			
E-mail: office@solutions4care.org.uk		Post: Office H, The Limes Business Centre, 5 Birmingham Road, Walsall, WS1 2LT	
JOB DESCRIPTION:			
<u>Role & Responsibilities:</u>			
<u>Personal Intervention:</u>			
<p>To provide personal care as required as part of an overall care/support plan, ensuring that religious, cultural and gender needs are met, and personal dignity and privacy are maintained. All care interventions will be agreed with the service user, and where appropriate their representative and then written within a support plan. The Care Assistant will follow the agreed level of support as described within the service user guide and work in a way that encourages autonomy and promotes independence.</p> <ul style="list-style-type: none">• Helping service users in/out of bed where they require help or assistance			

- Helping service users dress/undress where they require help or assistance
- Help with feeding service users where they require help or assistance
- Attending to the personal cleanliness of service users which may include washing, bathing, showering, toileting (changing incontinence wear, emptying/changing catheter bags, emptying/cleaning commodes if required)
- Motivating and supporting service users to maintain individual plans agreed between the customer and Solutions 4 Care Limited
- To enable and empower service users to develop, maintain and enhance their pre-existing skills and where possible and appropriate assist in the development of new skills that maximise independence in a safe manner
- To assist / support / prompt / administer service users with assessed health care and medication needs whilst adhering to any risk assessment(s) in place and whilst following company policy & procedures
- To report any deterioration to an individual's overall well-being to managers and record findings, concerns and actions appropriately
- To assist the Solutions 4 Care Management team in the planning, design and implementation of persons centered care/support plans that achieve the most effective care/support in the service user(s) best interest of safety and well-being
- To partake in the planning and review of care/support for individuals receiving a service from Solutions 4 Care Limited
- To clearly record using appropriate formats all care/support delivered, any concerns, any actions taken, any handling of medication administration and any handling of service users monies/finances
- To assist Solutions 4 Care Limited in developing ways in which the quality of service delivery can be improved
- To undertake low level nursing care tasks as identified as part of the assessment process (i.e. stoma care, use of controlled medication such as Oramorph, use of home based oxygen, changing of simple dressings, peg feeding – **All of which will be competency based, assessed and full training provided as and when required**)

Social Interaction:

- To communicate effectively and professionally by consulting with customers and stakeholders in order to assess for needs and levels of well-being
- Motivating and supporting service users to maintain contact with family and friends
- Encourage service users to make full use of statutory and voluntary services within the community by being able to signpost with the relevant knowledge base and with consent of the service user and/or their NOK
- To understand the importance of enabling and maximizing service users participation in order to maintain their independence.

Household & Laundry Tasks:

Where identified within a service users care/support plan, assistance in this area could include:

- Assisting with meals, preparation and planning

- Assisting with shopping for food and other household essentials via shops or internet
- Assisting with laundry (washing & Ironing)
- Bed making and regular bed clothing changes/washes
- Assistance to carry out tasks to maintain the warmth and cleanliness of the Service Users home
- Undertake the collecting of pensions & making local payments such as post office transactions, pay-point etc

Training:

To attend and participate in training courses/meetings that have been deemed appropriate to the stated job role you are applying for and demonstrate continual professional development

To fully complete the Organisation's induction into employment process

To be fully committed to professional development by working with Solutions 4 Care Limited's Management Team to identify improvements to performance.

General:

- To be able to clearly record and understand detailed Care/Support plans
- To implement and comply at all times with the Care Quality Commission (CQC) and relevant social care regulations for domiciliary care and support to live at home services
- To work at all times in a way that ensures that all services delivered are of a high quality standard and meet any identified performance indicators
- To develop and demonstrate knowledge of the management of risk process and be able to apply this within your job role
- To participate in review meetings arranged for Service Users utilizing a person centered/personalised approach
- To comply at all times with the requirements of the General Social Care Council's Code of Conduct for Social Care Workers
- In relation to Equal Opportunities issues, post holders must demonstrate an ability to work in a way that promotes positive inclusion and that recognises diversity
- To operate within and adhere to Solutions 4 Care Limited's Health and Safety Policies and apply the companies hygiene and control of infection procedures at all times
- Promote and enforce Solutions 4 Care Limited's Equality and Diversity Policy
- To participate in regular one-to-one supervision meetings
- To participate in periodic whole staff team meetings
- To work at all times in accordance with the aims and objectives of Solutions 4 Care Limited's whilst embracing the Companies statement of purpose
- Any other duties in consultation with the employee and in accordance with the provisions of relevant employment legislation.

Qualifications/Education & Experience Requirements (preferred):

- Post Holder should be competent to a satisfactory level in:
- English (Reading & Writing)
- Basic Maths
- Hold a recognised Level 2 Qualification (**NVQ preferable**) **OR** willingness to study within 12 months of commencing employment...
- Minimum of 6 months experience within a care setting

Preferred Skills:

- Ability to work on your own initiative
- Ability to be able to work as part of a team, following instructions from Management
- To have positive communication skills (verbally, written & using IT)
- A sound knowledge and understanding of Person Centered working & the Promotion of independence
- A Proactive Nature – forward thinking and innovative in improving the quality of services provided by the organisation
- Effective time management skills
- The ability to remain calm and professional in a crisis or sensitive situation
- The ability to work with others, within the organisation and other professionals such as GP's, district Nurses etc whilst maintaining confidentiality at all times.

Additional Notes:

To provide assistance with personal care, practical help, guidance and support to people wishing to remain within their own home environment within the community and to promote and deliver a service that is designed and tailored to their individual need(s) within diverse customer groups.

- Given the unique nature of Solutions 4 Care Limited's care and support service you may be required to work a variety of flexible shift patterns over a 24 hours per day and 365 years of the year on a rota'd basis
- The on-going development and expansion of Solutions 4 Care Limited's requires a **flexible** workforce to meet the need's of the customers which will require you to be deployed to work anywhere within the geographical areas/boundaries that the company serves
- This post requires a FULL Enhanced Disclosure and Barring Check prior to commencement into post
- To participate in driving duties where required.

Prepared By:	Rob Welshman Registered Manager/Managing Director	Date (Reviewed):	01-05-2020
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