

Position / Job Title	Carer (Working in the Community)
Accountable to	The Registered Manager
Location	People’s own Homes and the Community
Key Purpose of Job Role	To support Service Users in their own homes and in the community through person centred approaches.

Purpose of Position and Accountabilities

- To provide supportive and flexible care to services users at all times
- To work within the context of organisational policies and procedures
- To maintain confidentiality at all times
- Promote non – discriminatory practice, equality and diversity within the service and wider community
- To work in partnership with Service users, the team, the organisation and the wider community
- To ensure that all service users are treated with dignity and respect in all aspects of their lives.
- To take a person-centred approach to supporting the service users.
- Be familiar with Safeguarding Procedures and report concerns or raise questions when in doubt.
- Comply with Legislation requirements and Health and Safety requirements
- To wear the Company Identification Badge and/or make sure it is available in accordance with the Company guidelines

Service Support and Personal Development

- Be polite, courteous and supportive to all team members.
- Provide care and support in terms of the weekly rota provided, but remain flexible in accordance with changes, annual leave and sickness cover
- Participate in and contribute to staff meetings.
- Attend supervision and appraisal meetings and have a willingness to be accountable and develop as a valued team member.
- To undertake training as required.
- To assist with quality assurance programmes

Recording

- To maintain complete and accurate records for Service Users including (but not limited to):
 - personal files, daily records, financial records, medication records. Through the ‘oncare’ app or records in the home.
- To complete and participate in risk assessment and care plans as requested.

Reporting

- To record and report any changes to the Manager
- To immediately report any concerns about alleged abuse through safeguarding procedures
- To report and deal with emergencies and use the emergency services where appropriate
- Use out of hours on-call support where appropriate

Service User Care and Support

Carers are expected to follow the duties set out in the written care plan provided by T D Homecare Services Limited and agreed with the Service User (or their representative(s)).

Carers are expected to work strictly within the outcomes of risk assessments made to ensure their safety and that of the Service User.

Duties include:

- Providing personal care to the Service User(s) including (but not limited to): Assisting Service User(s) to get up in the morning and prepare for bed at night / Showering / Bathing / Washing hair / Assisting with continence / Assisting with mobility and transferring
- Assisting with medication and health related activities including (but not limited to): Assistance with medication and collecting prescriptions / assistance with continence aides / Reporting concerns about health care needs.
- Supporting Service User(s) with their nutritional needs including (but not limited to): Assisting with meals / menu planning and shopping / preparing meals, snacks and drinks
- Assisting with Finances including (but not limited to): Paying bills / Visiting the Post Office or Bank / Recording all assistance with finances / Purchasing shopping
- Assisting with general cleaning and the domestic upkeep of the house including (but not limited to): Cleaning, dusting and polishing / laundry / Assisting the Service User(s) to maintain a good standard in their own homes.
- Promoting Social Care including (but not limited to): Escorting to medical or social appointments / Companionship / Reading and writing letters / Care of pets

Carers should also

- Support Service Users to make complaints and to adopt the adult safeguarding procedures where appropriate and ensure that all complaints are brought to the attention of service management as appropriate
- Actively listen to Service Users views, decisions and choices
- Respect service user's privacy, property and choice

Values Based Commitment

- Treat people with dignity and respect at all times.
- Endorse a commitment to learning and reflection and promote continuous development.
- Work together and committing to empower, encourage and enable people who need care and support and other staff to do things for themselves and to make their own decisions.
- Promote quality and safety at all levels.
- Be accountable for individual actions.

General

- Have a flexible attitude to working arrangements.
- Carry out any other duties as reasonably requested and as assigned by the Manager

Specific qualifications or experience prior to starting work with **T D Homecare Services Limited** will not always be required. Staff will need to be able to demonstrate certain qualities and have a commitment to continuous development.

The essential criteria are those things which are needed in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage to have and/or are things training could be provided for.

Education and Training	
Essential	Desirable
The ability to read and write well enough to understand guidelines, policies and records and maintain accurate records.	NVQ2 or above in care or equivalent
Willingness to obtain a care qualification if not already in receipt of one.	Previous mandatory training in a care setting.
Willingness to undertake Care Certificate.	Completion of the Care Certificate.

Skills and Experience	
Essential	Desirable
Enthusiasm to make a difference to people's lives.	Experience of working with vulnerable people in a home or community setting
Ability to use initiative and on occasion work under pressure	Experience of providing personal care in a work or non-work setting
Ability to adapt to different situations	Experience of working alone.
Ability to work within a team	Experience of working in a work team setting.

Attributes	
Essential	Desirable
Able to be caring, sensitive and patient while supporting people to be as independent as possible.	
Ability to listen, understand and respond to people, always putting the person that's being supported first.	
Ability to be flexible and open to new challenges, ideas and experiences	
Ability to get on well with people and work in harmony with others	

Specialised Requirements	
Essential	Desirable
To be able to work flexibly to meet the requirements of the role and be prepared to work a flexible rota.	
Able to meet the physical and mental and emotional challenges of the role (which may be determined by occupational health checks)	