

**Position Title:** Care Worker

**Reports to:** Head of Supported Living Services

## Job Description

To provide high-quality, person-centred and compassionate care and support to an assigned caseload of clients based both in Harbour Housing managed accommodation and in individuals own homes, based on their support needs and to promote their recovery as well as their strengths and abilities and empower them to identify their goals and aspirations.

To undertake all aspects of care and support including personal care, domestic support, assistance with medication, support with nutrition & hydration, support to attend appointments and accessing the community.

To ensure that all clients are given the security and support to maximise their independence, dignity and choice in accordance with the aims of the service.

## Travel

Regular (may be regular in some locations)

## Requirements

A flexible approach with some weekend and evening work required, Requirement for working outside normal hours as and when required.

<b>Job Purpose</b>	Responsible for the delivery of a quality service that responds to customer and organisational needs, which will result in the creation and continuation of sustainable care and support services for individuals with complex needs who are experiencing homelessness.
<b>Operation</b>	Harbour Support Domiciliary Care
<b>Department</b>	Harbour Care & Support
<b>Summary</b>	<p>This profile is not an exhaustive list of duties and other activities may need to be carried out requiring similar skill levels.</p> <p>The job holder will ensure that they fully understand and fulfil their responsibilities in respect of both Health &amp; Safety and Equality &amp; Diversity always.</p>

**Key Accountabilities** (all accountabilities will be carried out in line with policies, procedures and relevant regulations and legislation)

1	Implement the delivery and development of a quality domiciliary care service that responds to customer and organisational needs by providing an invaluable
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and bespoke service to individuals with complex needs who also have care and support needs. Undertaking all duties (not an exhaustive list) as follows:

1.1

## **Personal Care:**

- Dressing and undressing / preparing the service user for Day Care or trips out.
- Washing / bathing / showering / shaving / grooming / cleaning teeth.
- Hair care (washing / brushing).
- Nail care (fingernails only).
- Toileting and all aspects of personal hygiene.
- Continence management.
- Care of pressure sores (under appropriate nursing supervision).
- Getting in and out of bed.
- Assisting with the use of Aids to Daily Living / Rehabilitation Aids, as required.
- Helping with rehabilitation programmes, as prescribed by Healthcare professionals.
- Day / evening / night sitting services, as required.
- Healthcare - assisting the service user to take prescribed medication.

## **Dietary Care:**

- Preparation of snacks and meals according to the service user's likes / dislikes.
- Assisting with feeding, as required.

## **Domestic/Household Services:**

- General cleaning duties, to include cleaning / dusting / vacuuming / polishing.
- Bed-making.
- Clearing refuse and rubbish.
- Laundering / Hand-washing / Ironing
- Fuel Management
- Shopping, and the preparation of shopping lists and assistance with budgeting.
- Light gardening tasks (subject to previous agreement at the Care Plan stage).

## **Personal services:**

- Assistance with personal finances, to include paying bills, collecting pensions.
- Personal planning (birthdays / anniversaries etc)
- Democratic rights (voting cards etc).

2	Act as an advocate for vulnerable individuals in receipt of care and support, working with a person-centred approach and ensuring that the individual is placed at the centre of all care and support delivery.		
3	To conform to all Policies and Procedures laid down by the Organisation detailed within the Company's employee handbook and Health & Safety handbook in respect of carrying out these Care Duties and in other administrative aspects of the business, as relevant.		
4	To participate as directed by the Head of Supported Living Services/Training Supervisor and regular In-service Training programmes.		
5	Develop, monitor and maintain accurate administration records relating to individuals care and support in order to form an accurate picture of progress towards achievement of outcomes and improvements in individual health and wellbeing.		
6	To participate in Staff, Team and Quality Management Review Meetings as directed by the Head of Supported Living Services and to participate actively in reviews of service users' Care Plans as required.		
7	To report back to the Domiciliary Care Services Manager / Supervisor on any aspect of service user care which he / she feels warrants investigation or urgent action.		
8	Build and maintain knowledge of local services and make links with relevant organisations to develop the care and support services offered and to promote business aims.		
9	Ensure the management and maintenance of relationships with internal and external stakeholders, identifying any shortfalls in service delivery and ensuring they are dealt with appropriately.		
10	Contribute, as appropriate, to special programmes and projects in support of the organisation's objectives.		
<b>Resources</b>			
<b>Financial Responsibility</b>	No budget responsibility		
<b>Financial Influence</b>	Makes recommendations to support financial decision making and working within budgets.		
<b>Direct Staff Yes/No</b>	No	<b>Number of staff</b>	0
<b>Indirect Staff Yes/No</b>	No	<b>Number of Indirect Staff</b>	0
<b>Breadth of service provision</b>	Regional		

<b>Competencies Level</b>	<b>Adaptability</b>
3	When appropriate takes action to flex rules and standard procedures to accommodate a specific situation or help achieve a wider company goal.
	<b>Communicating &amp; Influencing</b>
3	Personally, uses multiple lines of reasoning or different approaches to influence others without tailoring the approach to the needs of the audience. May include careful presentation of data.
	<b>Continuous Improvement</b>
2	Identify specific changes aimed at improving the performance of self and/or others.
	<b>Customer Service</b>
3	Goes above expectations to provide assistance during critical periods and/or adds value to our various stakeholders and partners.
	<b>Decisiveness</b>
4	Acts quickly and decisively when others might wait, study the situation rather than hope the problem will resolve itself.
	<b>Problem Solving</b>
4	Understands problems by linking different elements (e.g. A leads to B) or by recognising similarities/differences with problems experienced before and identifies possible solutions.

	<b>Leadership</b>
3	Takes actions specifically aimed at enabling the team to maximise performance e.g sets clear direction, builds team spirit and celebrates success.
	<b>Developing Others</b>
3	Regularly talks to staff about their development and devises tailored solutions including providing practical support or demonstrations with reasons.
	<b>Managing Performance</b>
4	Openly monitors the performance against a clear standard and issues clear warnings about noncompliance.

<b>Qualifications and Attainments (or knowledge and experience at an equivalent level)</b>	<b>Essential</b>	<b>Desirable</b>
Literacy and Numeracy equivalent to at least GCSE grade C English and Maths	x	
Full current driving licence with a view to driving various types of vehicles.	x	
Level 3 Diploma in Health & Social Care		x
<b>Work Experience</b>	<b>Essential</b>	<b>Desirable</b>
Comprehensive knowledge of relevant statutory legislation and good practice principles in relation to the delivery of care and support		x
Proven experience of providing structured plans and staff rotas		x
Proven experience of working with a relevant client group	x	
Proven Experience of Supervising Staff and Volunteers		
Proven experience in undertaking reviews and working with stakeholders		
Proven experience of evaluating and reporting on service provision.	x	
Proven understanding of Professional boundaries		x
Some experience of working to deadline and prioritising work loads	x	
Experience in helping people to budget and cost control		x
<b>Skills Required</b>		
Excellent understanding of written and spoken English	x	
Excellent communication skills	x	
Experience of working in a quality assurance environment		x
Basic Microsoft Word		x
Basic Microsoft Excel		x
Email and Internet Communications		x
Basic Microsoft PowerPoint		x

# HARBOUR HOUSING.

Ability to use computer-based monitoring systems	x	
Use of database programmes such as Access or ECCO		x
Effective verbal and listening communications skills	x	
time management skills		x
Financial budgetary skills		x
Stress management skills	x	

