



JOB DESCRIPTION AND PERSON SPECIFICATION		
Job Title:	Domiciliary Care Support Worker	
Company:	St Luke's Care	
Reporting to:	Care Services Manager (Registered Manager)	
PURPOSE		
<p>The role of a Care Support Worker is to work without direct supervision in the home of the client providing high quality care and support including personal, social and domestic support whilst adhering to the client's individual care and support plan.</p> <p>The aim of the position is to enable clients to remain safely in their own home with as much independence as possible. Alongside providing care and support in a professional, discreet and caring manner, always ensuring the client's right to privacy and dignity is maintained.</p>		
MAIN DUTIES AND KEY RESPONSIBILITIES		
1. Specific Duties and Responsibilities		
<ul style="list-style-type: none"> • To assist clients with personal care needs, as detailed in their individual care plan, in an appropriate manner to help meet their desired outcomes. • To ensure that all clients understand the care and treatment choices that are available to them. • To assist clients with mobility problems and other physical disabilities, including incontinence, using aids and personal equipment i.e. hoists, assistive technology etc. in line with their individual care plans. • To communicate effectively with clients, carers and other professionals. • To report any concerns to your Team Leader relating to significant changes in the clients health and support needs. • To contribute to the clients review process, along with the Team Leaders and all other involved parties, by using your knowledge of assisting the clients in meeting the desired outcomes. 		
2. Safeguarding and Safety		
<ul style="list-style-type: none"> • To understand the arrangements for ensuring that clients are safeguarded against the risk of abuse. • Have ability to, in accordance with St Luke's Care and Local Policies: <ul style="list-style-type: none"> • identify the potential for abuse, • take appropriate preventive measures, • respond to allegations of abuse. • To report any untoward incidents or accidents to your Team Leader or the Care Services Manager in accordance with Company policy and quality monitoring processes. • To identify risk of infection or contamination and alert concerns to your Team Leader for further assessment. • To assist with the general standards of hygiene and cleanliness in accordance with planned care and support. • To ensure that as far as reasonably practicable where equipment is provided as part of the 		
SLC Home Care Support Worker Job Description and Person Spec V2 April 2014.docx		
AO: Care Services Manager	Page 1 of 4	Revision due by: April 2016

care and support plan it is safe and fit for purpose.

- To assist or administer the clients medication in line with St Luke's Care Policy and Procedures.
- To undertake the appropriate level of training and regular updates to stay abreast of best practice with regard to medication.
- To adhere to actions identified in Risk Assessments, in accordance with both relevant St Luke's Care Policies and standard legislative Health and Safety requirements.
- To report any observed faults, defects or damage to the premises, fixtures and fittings or equipment to your Team Leader.

3. Communication and Relationships

- To be aware of St Luke's Care, including the structure and management of the organisation.
- To know how, and where to access St Luke's Care policies and procedures and relevant documentation.
- To know the arrangements in place for obtaining and acting in accordance with the consent of the clients.
- To positively promote the clients right to choice and independence whilst ensuring that they are treated with the utmost respect, privacy and dignity at all times.
- To be aware of local and national services and sources of support so that information can be provided to clients upon request.
- Attend staff meetings (a minimum of 4 per year), as required, for the dissemination of information about the service, peer support and exchange of ideas.

4. Knowledge and Experience

- Flexibility and ability to work under pressure.
- The ability to prioritise a busy workload
- A wide range of communication skills to enable effective communication between clients, colleagues and other agencies.
- Staff with NVQ/QCF Level 2 qualification together with relevant appropriate employed care experience will be paid at a higher rate.

5. Policy and Service Development

- To ensure St Luke's Care Complaints Policy and Procedures are followed when dealing with any concerns or complaints raised by clients or their carer's.
- To keep legible, accurate and detailed records in line with St Luke's Care policy and regulatory requirements.
- To understand and comply with both St Luke's Care and legislative requirements regarding confidentiality and data protection.
- Attend staff meetings (a minimum of 4 per year), as required, for the dissemination of information about the service, peer support and exchange of ideas.
- To act as an ambassador for St Luke's Care.

6. Suitability of Staffing

- To inform your Team Leader if you experience difficulty getting to your scheduled visit at the agreed time.
- To attend supervision, training, annual appraisals and staff meetings (a minimum of 4 per year) with the Team Leaders or the Care Services Manager and use this to inform your Personal Development Plan.
- To maintain awareness of best practice.

7. Freedom to Act

- To work at all times within the Service, Policies and Procedures of St Luke's Care.

The purpose of this job description is to indicate the general level of responsibility of the post and is not an exhaustive list. The detailed duties may vary from time to time without changing the general character or level of responsibility. By signing below you are agreeing to undertake your employment with St Luke's Care in adherence with this job description.

Confidentiality

In the discharge of your duties you may often be in possession of confidential or personal information. You must not disclose or discuss such information outside of your work, or within your place of work EXCEPT in the proper discharge of your duties.

Job Holder's Signature:

Job Holder's Name:

Date:

Line Manager's Signature:

Line Manager's Name:

Date:

Person Specification			
Experience and Knowledge	Essential	Desirable	Comments
An understanding of the health and social care sector and the provision of person-centred care in the community	✓ Level 2	✓ Level 1	
Ability and willingness to undertake personal care	✓		
Previous experience in a similar role	✓ Level 2	✓ Level 1	
Basic understanding of how rights, dignity, privacy, respect, and choice are important when providing care	✓		
Personal Qualities			
A good standard of personal hygiene, self-motivation and be of a smart appearance	✓		
Effectively manage own workload and time whilst being flexible	✓		
Have a sensitive, caring, patient and reliable nature	✓		
A flexible approach and willingness to working unsocialable hours including evenings, nights, weekends and bank holidays	✓		
Communication			
Ability to communicate clearly with clients, colleagues and others	✓		
Ability to clearly interpret oral or written information and instructions	✓		
Team work			
Ability to work co-operatively and effectively with colleague, clients and other agencies	✓		
Qualifications			
Good level of general education	✓		
NVQ/QCF Level 2 in Health and Social Care OR a willingness to study and train towards such a qualification	✓ Level 2	✓ Level 1	
Ability to undertake induction, mandatory and adhoc training as deemed necessary	✓		
Other			
Work within the remit of policies, procedures and guidelines of St Luke's Care	✓		
Full, valid UK driving license and access to a suitable vehicle	✓		Insurance certificate showing business use and provision of valid MOT certificate for the suitable vehicle required
The legal right to work in the UK	✓		
To undertake a Disclosure Barring Service (DBS) disclosure	✓		Disclosures will be taken upon employment, every 3 years or as deemed appropriate by the Registered Manager