

## JOB DESCRIPTION

**POSITION:** DOMICILIARY CARE WORKER

**RESPONSIBLE TO:** REGISTERED MANAGER

### General:

Inspired Care Ltd is registered with the Care Quality Commission offering Domiciliary Care to People in their own homes. We are an established Company with high Standards of quality, and strive continuously to develop our Services to meet the people we support.

### **Purpose of Position**

- To enable and / or assist individuals to remain in the community, to be supported and maintain their chosen lifestyle safely in their own homes and thereby enhance their quality of life.
- Ensure equal and appropriate access to all community, health and social care facilities, empower Customers to challenge any unfair treatment or discrimination.
- Encouraging Customer's individuality and independence.
- Helping Customer to maintain relationships with neighbours, the neighbourhood and familiar activities and surroundings, providing social contact, especially for Customers who live alone.
- Assist other care workers and professionals to provide appropriate, assessed and agreed care and support for the Customer.
- Promote positive risk taking with adherence to Health and Safety and any other stated Professional and Legislative guidance and requirements.
- Being the face of 'Inspired Care' and acting as our representative.

### **Principle Responsibilities**

1. To visit nominated Customers, at times directed by the Care Coordinators and Senior Management.

To be particularly vigilant for signs of distress or anxiety in Customers; any deterioration in physical and /or mental health, or safety of the environment, and to report these as a matter of urgency to your manager or coordinator in her absence.

To carry out all tasks in a way that demonstrates respect for the privacy, dignity and value of all users, irrespective of severity of their condition, disability or personal circumstances.

To summon appropriate assistance in an emergency. All actions should sustain, support and enhance the independence of Customers, as specified in their care plan.

2. Personal Care (*only where specified on the care plan and subject to appropriate review*):

Assist Customers in/out of bed, chairs, etc., using agreed procedures. Assist Customers in turning to relieve pressure areas.

Assist Customers in (un)dressing, care of aids and personal equipment (hearing aids, glasses, dentures, prosthesis, etc.).

Assist Customers in all aspects of personal hygiene, i.e. washing, shaving, showering etc.

Assist Customers in preparing and consuming their chosen meals, drinks and snacks.

Assist Customers to access toilet facilities, emptying commodes and disposal of incontinence materials, using agreed health and safety procedures.

Encourage Customers to maximise their own abilities and skills.

### 3. Domestic

Where directed, maintain cleanliness of Customers home, to meet with Health and Safety requirements.

Ensure there are facilities for the Customer (where able to) or them to operate equipment or facilities to offer sources of warmth (where appropriately checked and meet Health & Safety requirements).

Where appropriate home facilities are available, launder and iron clothes and/or bed linen.

Undertake essential shopping, payment of bills, adhering to strict Financial Policies Procedures and Protocols and completion of financial transaction records.

Where directed prepare or reheat meals provided and/or demonstrate to Customer.

### 4. Social

Actively encourage Customers, according to their capabilities, to participate in all aspects of daily living activities.

Develop and maintain personal contact with the Customer through talking and listening.

Provide support as part of a caring team, liaising with informal carers, other agencies or professionals as necessary.

Provide access to relevant information on available community facilities, where necessary in format or method required by the Customer.

### 5. Collaboration with Other Agencies

Assist the management to maintain good relationships with other personnel involved in the care of the Customer, i.e. Community Nurses, Social Workers, G.P's, etc., as part of a caring team.

### 6. General Duties

Promote decision making, responsibility and accountability for all Customers, and facilitate a referral via Line Management for access to Advocacy parties as and when necessary to ensure they are "heard".

Offer the necessary level, and type, of support necessary for Customer s to make and/ or attend necessary appointments or meetings, which affect or enhance their lifestyle, Health and Well Being.

Encourage a meaningful circle of support from others outside the paid circle of support, and promote the philosophy of Think Local Act Personal (TLAP).

As required maintain accurate, legible, records and submit them on a regular basis to the manager.

Maintain confidentiality at all times.

Advise Customers of the complaints procedures (where appropriate)

Participate in all training courses, including QCF level 2 in Health and Social Care.

Comply with all Legislative requirements – Essential Standards of Quality and safety 2008 Health and Safety at Work Act, etc.)

Participate in meeting as appropriate and attend regular supervision sessions.

Any other duties reasonably falling within the scope of the post.

Be committed and promote Equal Opportunity and Anti Discriminatory Policies and Procedures in relation to both service provision and employment issues.

#### 7. Decision Making Authority

To be responsible for any day to day decisions within the confines of the duties allocated and Job Description

### **Qualification and Experience**

#### **Desirable:**

- QCF Level 2 Health and Social Care or equivalent
- Have an understanding of the relevant Health and Safety Legislation for Movement and Handling, infection control , basic first aid etc. as required for minimum mandatory standards for Social Care staff
- Car Owner Driver

#### **Essential:**

- Genuine empathy and a desire to care for others
- Excellent communication skills
- Ability to understand what the role entails
- Ability to follow instructions
- Complete QCF 2 within 1 years of course commencement if not qualified.
- Attended all mandatory training as specified by Inspired Care within 12 weeks of commencement of employment.
- Flexible
- Ability to be flexible in time management and approach to care role
- Satisfactory clearance for DBS ( Disclosure Barring Service )