

## PARTNERSHIP OF CARE LTD

### JOB DESCRIPTION

<b>JOB TITLE:</b>	Senior Care Worker
<b>REPORTING TO:</b>	Area Supervisor / Homecare Manager
<b>THE COMPANY:</b>	We are the largest independent provider of domiciliary care within the Caerphilly County Borough. We provide a range of services related to the home care duties. We were established in 2000. We work within a range of services including Domiciliary Care, Supported Living and Day Centre Activities.
<b>JOB PURPOSE:</b>	To assist in the provision of care and work as part of a team to achieve required standards. To provide home support services to elderly and disabled clients living in the community. To ensure Clients retain their dignity and individuality. To carry out spot checks, assist with inductions and set an example to other Care Workers assisting office staff when necessary.

### SKILLS, KNOWLEDGE & QUALIFICATIONS

- Experience of working within a caring environment;
- Genuine interest in working within a caring environment;
- Ability to communicate effectively at all levels;
- Team player;
- Willingness to participate in Vocational Training Programmes e.g. Food Hygiene, Health and Safety and Moving and Handling;
- Satisfactory Police Check and check against the ISA List (where applicable);
- Relevant Vocational Qualification (achieved / working towards) e.g. NVQ level 2;
- Good time management skills and the ability to work under pressure;
- Awareness of Health and Safety Issues;
- Past experience in a similar role or can demonstrate knowledge in area;
- Proven ability to work on own initiative and as part of a team;
- A commitment to a service which provides support to vulnerable individuals, and which is respectful and according to the individuals wishes;
- Full driving license.

### Main Responsibilities

- Cover calls to clients when required across all areas;
- To correct Domiciliary Care Workers in their working practices;
- Participate in regular spot checks as required;
- To carry out assessments;
- To play an integral part in the induction of new employees and escort them on calls during their first weeks of employment with the Company;
- Adhere to the policies and procedures of The Partnership of Care Ltd. (Copies of which are available for viewing at the companies head office);
- Adhere to the 'Care Council for Wales Code of Conduct' (A copy of which is included within the carer's handbook);
- Actively ensuring that the client's needs, wishes, health, safety and comfort are promoted and maintained;

- Establishing stable and trustworthy relationships with clients and relatives alike;
- Supporting the clients in periods of change;
- Personal conduct must be professional and courteous whilst conducting company business;
- Adhering to routine duties stated within the individuals care plan, which have thus been agreed by the client;
- To always arrive at the stated time, unless otherwise negotiated with the client's agreement, and to remain on assignment for the stated duration;
- Report to the office, any significant changes to the client's physical or mental health, social requirements or health & safety status;
- Documentation – The care worker familiarises themselves with the clients care plan and risk assessments and on each call they must ensure they read and complete the 'Clients communication Diary';
- The employee will be required to notify their manager of any new criminal convictions;
- To carry out any other duties within the office or other locations when necessary;
- Contribute to the smooth running of the office environment.

**Communication:**

- Participate in Staff and Client meetings as and when required.
- Attend the office for formal supervision for a minimum of ½ an hour once every three months.

**Training & Development:**

- Maintain professional knowledge and competence.
- Attend mandatory training days/courses, on or off site, as and when required.

**Health & Safety:**

- Understand, and ensure the implementation of the Domiciliary Service's Health and Safety policy and Emergency and Fire procedures.
- Promote safe working practice at all times.
- Report to the Home Manager, or the Handyperson, any faulty appliances, damaged furniture, equipment or any potential hazard.
- Report immediately to the Home Manager, or Person in Charge, any illness of an infectious nature or accident incurred by a Client, colleague, self or another.

**General:**

- Adhere to the policies and procedures of The Partnership of Care Ltd. (Copies of which are available for viewing at the companies head office).
- Staff are also required to adhere to the 'Care Council for Wales Code of Conduct' (A copy of which is included within the carer's handbook).
- Promote and ensure the good reputation of the Company.
- Ensure that all information of confidential nature gained in the course of duty is not divulged to third parties.
- Notify the Domiciliary Care Manager, or the Person in Charge, as soon as possible of your inability to report for duty, and also on your return to work from all periods of absence.
- Pay maximum attention to security at all times. Where appropriate, ensure the security of Clients' homes in line with the Company's Key Holder policy.
- Ensure all equipment is clean and well maintained.
- Carry out any other tasks that may be reasonably assigned to you.
- Notify manager of any new criminal convictions.

**Partnership of Care Ltd reserves the right to alter the content of this job description to reflect changes to the job or services provided, without altering the general character or level of responsibility.**

## Person Specification

Skills Required	Level	How Identified Application form and Interview	Rank: E – Essential, D - Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good general standard of education to include English and Maths</li> <li>• Relevant Vocational Qualification (achieved / working towards) e.g. NVQ level 2 / 3</li> <li>• Manual Handling</li> <li>• First Aid</li> <li>• Health and Safety</li> <li>• Food Hygiene Awareness</li> </ul>	Application form Application form  Application form  Application form Application form Application form	E D  D  D D D
<b>Work Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working within a caring environment</li> </ul>	Application form / interview	D
<b>Knowledge / Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively at all levels</li> <li>• Knowledge of care needs of vulnerable older people</li> <li>• Team player</li> <li>• Well organised with good time management skills</li> <li>• Knowledge of Care Standards for Wales for Domiciliary Care Services</li> <li>• Understanding and commitment to Equal Opportunities and Health and Safety</li> </ul>	Application form / interview Application form / interview Application form / interview Application form / interview  Application form / interview Application form / interview	E E E E  D E
<b>IT Skills</b>	<ul style="list-style-type: none"> <li>• IT literate</li> </ul>	Application form / interview	D
<b>Personal Qualities and Aptitudes</b>	<ul style="list-style-type: none"> <li>• Ability to work on own initiative</li> <li>• Flexible and able to work various shift patterns</li> <li>• Flexibility and willingness to undertake relevant training and qualifications</li> <li>• Punctual and reliable</li> <li>• Ability to follow instructions</li> <li>• Excellent customer care skills</li> <li>• Ability to respond quickly to meet the needs of clients</li> <li>• Good sense of humour with ability to work under pressure</li> <li>• Driving licence</li> </ul>	Interview Application form / interview Interview  Interview Application form / interview  Application form / interview Application form / interview Application form / interview  Application form / interview	E E  E  E E E E  D
<b>Enhanced CRB / ISA check will be carried out</b>			
<b>You will be shortlisted from the details written on the application form if you meet ALL the criteria ranked as E – Essential. If a large number of applicants are received, only those who also meet the criteria of D – Desirable and E – Essential will be short listed.</b>			