

Job Description

Job Title:	<i>Care Worker</i>
Responsible To:	<i>Supervisor / Manager / Managing Director</i>
Purpose of Job:	<i>To work directly with Service Users to provide a skilled and sensitive service which provides day-to-day personal assistance, emotional and physical care and helping the Service User to maintain and promote their independence.</i>

Key performance areas:

- Achieving Service User satisfaction.
- Providing service: - in accordance with good practice
- as specified in the individual service user's care plan
- at the times required
- Participation and interest in case reviews (where appropriate).
- To treat and give care to all Service Users equally and with respect, irrespective of gender, age, race, sex, ethnicity, religion, political opinion, disability, sexual orientation, gender reassignment status or physical and financial circumstances.

Main duties and responsibilities:

Service user focused

- To enable Service Users to live in their own homes and in a manner that reflects their personal preferences and interests.
- To promote health, comfort, dignity, privacy and quality of life whilst supporting and promoting the service user's rights.
- To respect diversity in the home of the service user.
- To provide support, encouragement and practical assistance which helps the Service User to maintain and promote independence, which may include planned risk taking.
- To respect the service user's individual needs and to understand the developmental needs of the service user.
- To ensure the safety of the service user by monitoring and reporting all concerns and changes in their condition to the named person accountable i.e. the manager

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- To be an effective communicator to ensure that a high standard of care is given to the service user and family at all times

Professional

- To have knowledge of and comply with Marego Limited's policies and procedures.
- To adhere to any government legislations and professional codes of conduct set.
- To be up to date with child protection and vulnerable adults protection procedures, legislations and issues.
- To have knowledge of and maintain professional boundaries at all times.
- To always act in a manner to positively promote Marego Limited Domiciliary Care Agency.
- To undertake duties and tasks are requested by manager at Marego Limited.
- To maintain written clinical records using documentation provided.
- To encourage and facilitate good practice at all times.
- To conduct yourself professionally and responsibly at all times, wearing appropriate clothing (uniform unless otherwise specifically stated) and a photographic identity badge, being a reliable time-keeper, remembering that you are a guest in the Service Users home.
- To work in a professional manner and maintain issues of confidentiality at all times
- To inform the Marego Limited of any caution, bind-over or conviction that occurs at any time prior to, during and after your recruitment, induction, training, and any engagement (work) that you undertake whilst working at Marego Limited.
- To respect the role of other professionals in their role of accountability.
- To support other care workers, advocates, health professionals and other care organisations that may be part of the same care package.

Health and Safety

- Be responsible for behaving in a manner that does not put the service user, other team members or yourself in danger
- To adhere to the Health and Safety at Work Act

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- To have knowledge of and comply with moving and handling/manual handling procedures.
- To assist with mobility and transfers as required following appropriate training using any specialised equipment provided correctly.
- To ensure a clean and safe environment and safe monitoring and use of equipment.

Personal work plan to achieve objectives:

- To be agreed by the manager with the care worker as individual cases arise, with the care worker's progress being reviewed at regular pre-determined intervals. Specific duties will be specified in the Care Plan.

Performance Evaluation:

To be measured through:

- Service user satisfaction (as determined by informal and formal feedback);
- Regular supervisory sessions including yearly performance reviews;
- Induction and ongoing personal development.

All care workers are required to attend all supervision and appraisal sessions.

Training and Education:

- All care workers are required to undertake yearly updates in the following mandatory topics; Moving and Handling, Health and Safety, COSHH and RIDDOR, Fire Safety, Infection Control, Food Hygiene, Basic Life Support (both children and adults), Child Protection (POCA), Safeguarding Vulnerable Adults
- All care workers will be required to undertake any other training that may be deemed relevant by Marego Limited e.g. Effective Communication, Medication etc
- All care workers are required to undertake professional NVQ/SVQ (National Vocational Qualification / Scottish Vocational Qualification) qualifications as stated in the National Minimum Care Standards (For Domiciliary Care Agencies). This includes registration of and commencement of the appropriate NVQ level training in care within 6 months of registration with Marego Limited, and completion of this qualification within three years.

Person Specification for Domiciliary Care Workers

Feature Sought	Essential	Desirable
<i>1. Basic Requirement</i>	<ul style="list-style-type: none"> • Must hold a valid passport of any nationality • Must be eligible to work in the UK 	
<i>2. Physical Make-up</i>	<ul style="list-style-type: none"> • Must be physically fit 	
<i>3. Attainments</i>	<ul style="list-style-type: none"> • Previous Care Work experience 	<ul style="list-style-type: none"> • Hospital / nursing, care home, home care experience • Certification to NVQ level 2 or equivalent
<i>4. Intelligence</i>	<ul style="list-style-type: none"> • Able to absorb (and put into good practice) information gained during relevant training courses 	
<i>5. Aptitudes</i>	<ul style="list-style-type: none"> • Able to provide care in areas such as: <ul style="list-style-type: none"> – Personal Care – Preparing meals – Light household duties – Laundry – Shopping – Washing and dressing – Put to bed / rise from bed – Companionship / conversation 	<ul style="list-style-type: none"> • Experience in providing high-dependency care • 2nd language e.g. French, Bengali, Arabic
<i>6. Interest</i>	<ul style="list-style-type: none"> • Welfare of people 	
<i>7. Disposition</i>	<ul style="list-style-type: none"> • Uses initiative • Professional and reliable • Copes well in case of emergencies • Observant to changes in Service User's condition etc • Courteous and Polite • Caring • Good communication/interaction skills 	
<i>8. Circumstances</i>	<ul style="list-style-type: none"> • Needs to be prepared to work flexible shifts including early mornings, evenings and weekends as required • Needs to be prepared to work short (30mins/1hr) and long (7hr+) shifts 	<ul style="list-style-type: none"> • Clean driving licence and appropriate insurance
<i>9. Academic Achievement</i>	<ul style="list-style-type: none"> • Good standard of written and spoken English • Good numeracy skills 	<ul style="list-style-type: none"> • GCSE in English (or equivalent exam) • GCSE in Maths (or equivalent exam)