

JOB DESCRIPTION

Post:: Senior Care Worker
Reporting to: Assistant Care Team Manager

Job Purpose

To support Service Users to enjoy the best quality of life that they can in the comfort of their own homes. Compassion, good communication and organisational skills together with a calm and caring manner are vital for this important role in our company.

Main Responsibilities

Service User Focused

- Take part in direct Care Rota as required. Including emergency cover as part of on-call process.
- Provide the Service User and where appropriate their representatives with information about the service so that they are clear about what to expect and how they can raise any concerns.
- Collect and collate Daily record sheets, deliver and assist in Home file, risk assessment and care plan delivery.
- Keep all information you have access to involving service users, staff, business decisions secure and confidential in line with company Policies and Procedures.

Leadership & Teamwork

- Give care workers appropriate information and guidance to effectively and safely provide care and support as agreed in the care and support plan, whilst ensuring the management team are also full aware of any and all relevant information.
- Work with the Management Team to appropriately match care workers to Service Users. Report changes to care schedules without delay to the Manager, service user and care worker.
- Provide advice, training, mentoring and other relevant support to Care Workers and as required.
- Take part in the out of hours emergency on-call Rota as and when required. Effectively deal with emergency on-call issues, for example covering calls either directly or indirectly when Care Workers are sick or absent. Record emergency calls and pass the information to appropriate parties

Quality improvement

- Monitor the performance of care workers and carry out spot checks at the service users' home to make sure the service is being delivered in line with company procedures.
- Follow company policies and procedures at all times and make sure accidents and incidents are recorded, reported and acted upon.
- Ensure that care and support is provided in line with both regulatory requirements and in-house expectations.
- Work effectively with Service Users, their families and representatives, other social and health care professionals as well as internal managers and staff to deliver high quality domiciliary services
- Take part in all relevant meetings as directed.
- Attend training activities, appraisals and development meetings to ensure both own and staff development is maximized.

This list is not exhaustive and from time to time you may be required to undertake additional duties. We will provide full training in line with regulatory requirements.

Essential Criteria
<ul style="list-style-type: none"> • 6 Months experience within the Care Sector. • Demonstrable ability to communicate effectively at all levels, Fluency in both written and Verbal usage of the English Language. • Demonstrable flexible approach ensuring the needs of the service are achieved. • Self-motivated with the ability to work on own initiative whilst retaining the ability to operate as a team player. • Full, clean driving license and access to a car for business purposes.

Post Holder Declaration
<p><i>I agree to fulfil the duties and responsibilities to the best of my ability within this role.</i></p> <p>Name: _____</p> <p>Signed: _____ Date: ___/___/___</p>