

London Care PLC

Job Description – Care and Support Worker

Summary

1. Function
2. Responsibility/Authority
3. Relationships
4. Typical Duties
5. Person Specification

1. Function

The Care and Support Worker¹ is responsible to their Senior or Client Care Co-ordinator. He or she is required to understand and execute prescribed assignment instructions according to established practices and procedures, including the documentation required to provide satisfactory reporting standards in the company's recognised or agreed formats (specifically, service logsheets, timesheets and other records).

2. Responsibility and Authority

The Care and Support Worker is responsible for and has commensurate authority to carry out the following duties:

- 2.1 To carry out the duties as prescribed in an individual's Service Plan. A typical list of these duties may be found in section 4 below.
- 2.2 To promote and fulfil the Aims and Objectives of London Care Plc as defined in the company's Statement of Purpose.
- 2.3 To work within the Codes of Practice etc. as identified in the Staff Handbook (QM002) and any other guidelines which have been issued to them.
- 2.4 To participate in any meetings and ongoing training sessions as required.
- 2.5 To promote anti-discriminatory practice as per the company's Equal Opportunities Policy (QPD002).
- 2.6 To maintain the confidentiality of information (as per the company's Service User Confidentiality Policy – QPD003).
- 2.7 To acknowledge and uphold individuals' personal beliefs and identity (as per the company's Service Users' Rights Policy – QPD004).

3. Relationships

The Care and Support Worker observes and maintains the following relationships:

Superiors – he/she is accountable to his/her relevant Senior/Client Care Manager for the fulfilment of duties and his/her responsibilities.

¹ The term 'Care and Support Worker' is used in the 2000 Care Standards Act to include all staff undertaking the delivery of care services. Different terminology (e.g. 'careworker', 'care staff', 'support worker', 'domiciliary care worker') may be used in various contexts, but all may be taken to refer to the same role within London Care Plc.

Subordinates – he/she has no assigned subordinates.

Other company personnel – he/she has frequent contact with other Senior/Client Care Managers, Monitors, Assessors, Trainers and other personnel in the course of carrying out his/her duties.

Others – he/she has frequent contact with other professionals such as Social Workers, Local Authority Care Managers, District Nurses, GPs etc.

Relatives, neighbours and friends of Service Users – he/she may have contact with a Service User's family and/or acquaintances in the course of his/her duties.

4. Typical Duties

4.1 General

- To encourage and assist Service Users to achieve an optimum of independence.
- To respond to the Service User's personal needs as well as their practical ones.
- To give a service which is sensitive to the Service User's culture, disability, race or religion.
- To give a service which protects the confidentiality of the personal affairs of Service Users.
- To provide the service as specified to the Service User and ensure that they receive the level of cover they are expecting/require.
- To provide a service which is delivered with high quality standards.

4.2 Domestic Support

Examples of Domestic Support tasks:

- Dusting, vacuuming, general cleaning
- Making beds
- Washing up
- Shopping
- Laundry (*not* including washing clothes by hand)
- Preparation of food²
- Collecting pensions/benefits
- Paying bills

4.3 Personal Support

Examples of Personal Support tasks:

- Washing body
- Washing hands and face
- Washing hair
- Brushing teeth/dentures
- Skin care
- Assisting into or out of bed
- Dressing and undressing
- Help with eating and drinking
- Toileting
- Management of continence
- Assisting in moving from one position to another
- Night sitting

² According to the terms of the contract under which work is being undertaken, preparation of food may be considered to be 'personal support'.

- Day sitting

5. Person Specification

Essential	Desirable
Can demonstrate an understanding of and belief in the basic principles of community care.	Two years' previous experience of providing care support services.
Can demonstrate a good understanding of and belief in the basic principles of Equal Opportunities.	Clean UK Driving Licence
Good interpersonal skills including good command of spoken English.	Foreign language skills.
Willingness to obtain NVQ Level 2 in Care and to undertake other training	NVQ Level 2 in Care
Can demonstrate a standard of literacy and numeracy sufficient for the keeping of legible and accurate service records.	