

Scott Care Ltd - Job Description Care Worker

MAIN PURPOSE To provide care and support services to service users in the community.

REPORTING TO Team Leaders, Care Coordinators, & Service Manager

Main Duties

1. To follow the directions and instructions outlined in the employee handbook following the direction of your managers and supervisors.
2. To act at times as a representative of the company and to support its good reputation.
3. To attend all calls at the designated times as laid down in the assignments and fulfill the care in accordance with the Care Plan.
4. To inform your line manager/supervisor when you are unable to attend calls on time or fulfill the requirements of the Care Plan.
5. To respect service users' confidentiality in accordance with the policy laid down. Divulging confidential information about service users or the company will lead to disciplinary and legal action
6. To pay particular attention to the rules regarding financial transactions for service users.
7. To undertake any duties that you have been trained for and to avoid placing your own or a service users' health at risk.
8. To undertake company induction training, statutory training, annual updates training, and NVQ Level 2 in Health and Social Care.
9. To be aware that while we carry insurance in cases of small claims for damage to service users' property and equipment if you are deemed to be careless you may incur a charge.
10. To act on all instructions given to you by your Managers and Supervisors, except where you feel that you would be in breach of service user safety.
11. To follow the prescribed complaints procedure as laid down.
12. To follow the accident procedure as laid down, reporting all accidents to your manager or supervisor.
13. Ensure Time sheets are completed & submitted to the office on a weekly basis, no later than Monday at 2pm.

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14. To ensure that you communicate any change in a service users' circumstances to your supervisor or line manager.
15. To further the companies reputation and to ensure that you are flexible in your working practices.
16. To work the hours according to your rota, regardless of bank holidays. Your rota is compiled around your agreed availability. Upon receipt of your rota if you are unable to work any of your rota'd duties, you must inform the Care Coordinators during working hours Monday – Friday 9am to 5pm. You are not permitted to contact your branch office out of hours for routine rota issues.
17. The range of work types that care workers can expect to assist and help with, general duties include:
for example getting up, putting to bed, bathing, personal care, washing, showering, shaving, assisting with or administering medication, cooking, bed making, assisting to dress and undress, food preparation, feeding, using the toilet, Laundry, ironing, shopping, domestic duties & assistance with leisure activities according to the care plan.
18. Not to act in any way which is detrimental to the service user or the company, not to perform medical or clinical functions which are invasive to the service user and at all times to hold themselves as the public perception of the organisation.
19. You are required to work in all areas of our business operations.
20. To be contactable at all times during your employment and to have the required credit / funds on your mobile phone.
21. Unless solely working at weekends, you are required to work every other weekend.
22. To take responsibility for ensuring you have sufficient supplies of PPE (Personal Protective Equipment) and use them in accordance with company policy and procedures regarding infection control.
23. You are required to attend calls to service users only at times stated on your rota. You are not permitted to attend at any other time unless instructed to do so by your manager.
24. You are required to comply with Scott Care Ltd's policies & procedures at all times.

25. You are required to log in & out of a service users home using the Scott Care call monitoring system.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

KEY ATTRIBUTES & EXPERIENCE OF CARE WORKERS

Scott Care expects its staff to present high standards of delivered care, regardless to grade. We believe that experienced and or qualified individuals offer both service user and company the best option in achieving this aim.

Experience of one or more of the areas or qualifications below is desirable:

Experience of Care work from:

- Care or Domiciliary Agencies
- Nursing/Residential homes
- Hospitals/Hospices/Clinics
- Voluntary Care organisations

Qualifications in:

- NVQ levels 2,3 or higher in Health and Social Care
- Nursing qualifications (current or lapsed)
- Other or equivalent care qualifications

The Service User and your Service Manager will expect the following attributes of you.

- Professionalism in your work
- Reliable to your service users
- Attentive to your duties
- Honest in your dealings
- Considerate to your service users
- Fair, sympathetic and professional approach towards service users

In you duties, all staff must be:

- Observant
- Aware
- Factual
- Courteous

PERSON SPECIFICATION**CARE WORKER**

RELEVANT ATTRIBUTE	ESSENTIAL	DESIRABLE
Relevant Experience		X
Qualifications		X
Willing to Train	X	
Literate	X	
Numerate	X	
PC Literate		X
Knowledge of Legislation Issues	X	
Caring Attitude	X	
Understanding	X	
Approachable	X	
Conscientious	X	
Reliable	X	
Organised	X	
Logistical		X
Driving License & Own Transport	X	