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**INDICATIVE JOB DESCRIPTION ONLY – SOCIAL CARE RESERVISTS IN CARE HOME SETTINGS**  
**PLEASE ALSO SEE ‘ADDITIONAL INFORMATION’ DOCUMENT ATTACHED TO ADVERT**

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**JOB DETAILS:**

**JOB TITLE:** Home Care Worker

**BAND:** 2

**HOURS:** Part Time/Adhoc – as required

**DEPARTMENT:**

**LOCATION:** Various

**REPORTS TO:** Senior Support Worker/Care Manager

**ACCOUNTABLE TO:** Team Leader/Registered Manager

**RESPONSIBLE FOR:**

- Providing high standards of care to adults in care homes requiring supportive care to live safe healthy and fulfilled lives.

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**WORKING RELATIONSHIPS:**

**INTERNAL:** Other Care Workers, Senior Support Workers, Administrators, Team Leaders/Registered Managers, Operational Lead, Social Care Assessors and other Trust / Local Authority employees.

**EXTERNAL:** Service Users/ Families, Multi-Disciplinary Team, Education, Voluntary Agencies, Social Care and general members of the public. This list is not exhaustive.

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**JOB PURPOSE:**

- Promote patient focused care
- Assist the patient in activities of daily living, promoting patient comfort
- Deliver support plans & safeguarding vulnerable people
- Contribute to outcome focused reviews
- Encourage people's independence, choice, health & wellbeing
- Encourage individuals use of equipment & assistive technology
- Facilitate individuals' transition to alternative services & support if needed
- Engage in organisational learning and development
- Provide excellent patient care & support
- Recording Care – complete documentation and feedback

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**KEY DUTIES AND RESPONSIBILITIES:**

- Work in partnership with other health professionals and external agencies to provide a personalised service to meet individuals' needs.
- Read, follow and implement support plans clearly documenting the service user's response.
- To monitor and report any changes that identifies the need for review of service user's care.
- Ensure comfort, safety and dignity whilst also maintaining confidentiality at all times.
- Assist / support or prompt the service user in managing medication

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- Support and assist service users in managing long term medical conditions and to provide the appropriate care and support to meet the individual service user's plan of care
  - Enable, encourage and / or assist service users (where appropriate) with intimate personal care such as; bathing, showering, toileting, hygiene continence care, skin integrity, meal prep and medication.
  - Encourage and inform service users in managing their own personal safety.
  - Support and enable service users and, where appropriate, undertake or assist with practical activities.
  - Support, guide and enable service users in decision making scenarios and where appropriate refer to management or other professionals.
  - Encourage, inform and enable service users in relation to basic health, wellbeing and individual choice and provide information on other internal / external services that meet individual needs.
  - Monitor and record service user's health and wellbeing and report on any concerns or changes in the service user's condition, needs or circumstances as appropriate
  - Comply with all policies, procedures and legislative frameworks
  - The post holder is required to contribute to the achievement of the service
  - Ensure a work environment that protects people's health and safety and that promotes welfare and safety
  - To immediately escalate any safeguarding concerns in order to promote the welfare of vulnerable adults. To report and escalate in accordance with policy any safeguarding concerns and promote the welfare of vulnerable adults.
  - Personally accountable for delivering services efficiently and effectively
  - Participation and contribution in the Personal Development Conversation
  - Ability to support with clinical tasks according to appropriate procedure and protocol following training and support by clinical staff.
  - Ensuring high standards are maintained in a safe environment which promotes equality and sensitivity for all individuals
  - All records that the post holder is responsible for or modifies must be kept up to date, maintained accurately and recorded in a diligent manner
  - May act as a link/champion for a specific area of practice.

### ***Systems and equipment***

- Encourage & enable service users to use equipment / assistive technology / transport to maintain their independence and mobility.
- Use health related information only for the purposes of what it is intended for and in accordance with the Data Protection Act.

### ***Decisions and judgements***

- Within the scope of the role, work collaboratively with the multi-disciplinary team
  - Ensure that the delivery of care to clients/service users meets the standards required by Trust Policy
  - Adhere to Trust policies, procedures and clinical guidelines and ensures compliance of others, escalating any issues of concern to the line manager.
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- To monitor and report any changes to care packages that contributes to a continuing review of the service user's care

### ***Communication and relationships***

- Record and document in each service user's plan of care in accordance with Documentation Policy
- Communicate effectively using tact and persuasion where they may be barriers to understanding
- Communicate effectively with the wider team and be involved in decision making by providing evidence to support any assessments required to determine potential needs and funding eligibility for long term needs and further ongoing support.
- Ability to work as part of a team, sharing information and records that enables the right decision and best outcomes for the service user.
- Establish and maintain effective communication with clients/service users and relatives / carers.

### **Physical demands of the job**

- There is frequent requirement to exert moderate physical effort for several short periods during a shift.

### **Most challenging/difficult parts of the job**

- Support service users requiring End of Life care
  - Occasional exposure to highly unpleasant working conditions
  - There is a frequent requirement for concentration when carrying out routine clinical or personal care.
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**JOB STATEMENT:****Infection Control**

Maintain an up to date awareness of the infection control precautions relevant to your area of work and implement these in practice. As a minimum, this must include hand hygiene, the use of personal protective equipment, the use and disposal of sharps and communicating the importance to Service Users, prison staff and other health care staff you are working with. Details of the precautions and sources of advice and support to assess and manage infection control risks are provided through mandatory training which all staff must attend at intervals defined in the Trust policy on mandatory training and can be found in the Trust's infection control policies and national guidance, such as that published by NICE.

**Learning and Development**

As an employee of the Trust, you have a responsibility to participate, promote and support others in undertaking learning and development activities. This includes a proactive approach to ensuring you meet the statutory/mandatory training requirements of your role, and engaging in KSF appraisal processes in line with Trust policy and guidance.

**Outcome Measures and Feedback Tools**

Midlands Partnership NHS Foundation Trust is committed to using evidence from Outcome Measures and Feedback Tools to support our efforts to help people fulfil their potential. You will have a responsibility to support and promote the use of such measures.

**Health and Safety**

As an employee of the trust you have a responsibility to abide by the safety practices and codes authorised by the trust. You have an equal responsibility with management, for maintaining safe working practices for the health and safety of yourself and others.

**Constitution, Competence and Capability**

As an employee of the Trust you have a responsibility to promote and abide by the rights and responsibilities outlined in the NHS Constitution. You are additionally expected to adhere to Organisational/National/Regulatory Codes of Practice relevant to the role you are employed to undertake. At all times it is expected that you will limit the scope of your practice to your acquired level of competence and capability.

**Dignity at Work Statement**

Midlands Partnership NHS Foundation Trust is committed to treating all of our staff with dignity and respect. You are responsible for behaving in a way that is consistent with the aims of our Equality and Diversity Policy. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.

**Safeguarding Children and Vulnerable Adults**

All Trust employees are required to act in such a way that at all times safeguards (and promotes) the health and well being of children and vulnerable adults. Familiarisation with and adherence to Trust safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

## PERSON SPECIFICATION

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| <b>JOB TITLE:</b> Home First Community Care Worker |                |
| <b>DEPARTMENT:</b> Home First                      | <b>BAND:</b> 2 |

\*Assessed by: A = Application    I = Interview    R = References    T = Testing

| ESSENTIAL CRITERIA   | * | DESIRABLE CRITERIA  | * |
|--|---|---|---|
| <b>QUALIFICATIONS &amp; TRAINING</b>   |   |   |   |
| Demonstrate a commitment to continuous professional development.<br><br>Will to undertake Care Certificate level training upon taking up the post as required  |   | NVQ 2 Health and Social Care  |   |
| <b>EXPERIENCE</b>  |   |   |   |
| Be person centred; undertake care and support activities in a way that reflects the preferences and independence of people<br><br>Computer skills and the use of technology in the work place<br><br>Evidence of a strong work ethic and the commitment to provide an excellent standard of care and customer service excellence<br><br>Experience of working as part of a team and able to work autonomously. |   | Understanding of people with palliative care needs<br><br>Understanding of how to support people within a community setting |   |
| <b>SKILLS, KNOWLEDGE &amp; ABILITIES</b>   |   |   |   |
| Good numeracy and literacy skills<br>Ability to record and report information<br>Organisational skills<br>Flexible in approach to service needs<br>Treat people with dignity and respect<br>Motivated and Enthusiastic<br>Effective communication skills at all  |   |   |   |

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| <p>levels, including courageous conversations</p> <p>Understanding of confidentiality and the sharing of relevant information</p> <p>Basic IT and technology skills</p> <p>Problem solving</p> <p>Effective influencing and persuasion</p> <p>Work without direct supervision when required and the ability to work under the supervision of clinical and non-clinic professionals</p> <p>Work towards the organisation's priorities, vision, goals and values.</p> |  |  |  |
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### PERSONAL ATTRIBUTES

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| <p>Working across various locations and community settings and have the ability to travel within a geographical area to meet the requirements of the post.</p> <p>Flexibility with working hours to enable 7 day services.</p> <p>Ability to work desired shift pattern to meet the service need.</p> <p>Well-presented and professional in approach and attitude</p> |  |  |  |
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|-------------------|------------------|
| <b>JOB HOLDER</b> | <b>SIGNATURE</b> |
|                   | <b>DATE</b>      |
| <b>MANAGER</b>    | <b>SIGNATURE</b> |
|                   | <b>DATE</b>      |