

Role Description and Person Specification

Role	Community Carer	Post Hours	Variable
Work Pattern	As arranged	On Call	N/A
Location		Reports to	Care Coordinator

Our Vision

Providing the very best care with the very best people

How You Contribute

Providing the very best care, you will work directly with customers to look after their physical, emotional, cultural and social needs. You will strive to deliver care in a way that meets all of their needs whilst promoting the customers choice, independence, dignity and human rights. You will be responsible for creating and maintaining professional relationships with the customer, their family, friends and other agencies so that you create an environment in which the customer feels safe and is able to enjoy the best quality of life.

Your role has three main components that form our organisation's golden thread:

Quality

Providing high quality, non-judgemental care which values the uniqueness and diversity of each customer and will include;

Personal care such as showering, bathing, dressing, grooming, toileting and continence care that meets their needs in a respectful way.

Medication support which will include encouraging, reminding, assisting and administering medicine and creams.

Food and nutrition ensuring that customers have a well-balanced diet that meets their needs, preparing and serving food and drinks, washing up and keeping the kitchen area tidy, hygienic and safe.

General housework such as dusting, vacuuming, laundry, changing the beds, ensuring the area is safe and general tidying.

Writing reports and recording accurate information regarding the customer which may include information about the care and support provided, any changes to the customer's condition, any contact with family and other professionals, any accidents or incidents and medication administration whilst maintaining confidentiality at all times.

Upholding excellent standards of practice and reporting any shortfalls or concerns immediately to the appropriate person to ensure that the customer is kept safe and your duty of care is upheld.

People

Taking responsibility for your continuous professional development including enrolment and completion of the relevant QCF courses (where required) and completion of the training required by HSG which may be classroom based, e-learning or on the job training.

Acting in a caring way to look after the best interests of our customers. You will be able to improve the customers quality of life and enhance their independence by developing their practical daily living skills through collaborative working and listening to the customer.

Providing the very best care with the very best people



Working with your wider team to ensure that each colleague is dedicated to providing the very best care, this will include welcoming new colleagues to the team and assisting with their induction programme as well as attending colleague meetings to share best practice and understand developments within the organisation.

Return on Investment

Promoting the professional image of the service through excellent communication, appropriate behaviour and a professional appearance.

Using the Access/Mobizio platform in the way defined by HSG so that the information recorded is relevant, useful and can be used to report on the service to external bodies where needed.

To seek out best practice and look at innovative ways to improve the quality and efficiency of the service delivery.

Our Behaviours

- We will be clear about what we do and why
- We say ‘thank you’ and ‘well done’
- We celebrate our colleagues successes
- We listen, we learn, we act
- We acknowledge problems and always seek to find solutions
- We aim to improve through curiosity, opportunity and challenge

Your Key Characteristics and Experience

- Meet our organisation’s values and demonstrate the behaviours that define who we are
- Energetic, enthusiastic and able to remain calm under pressure
- Hold a qualification in health and social care or be willing to work towards one
- Excellent communication skills both verbal and written
- Able to use your initiative and work alone or as part of a team
- Full driving licence and class 1 business insurance
- Experience of the domiciliary / healthcare sector is desirable

Name	
Signature	
Date	DD/MM/YYYY

Providing the very best care with the very best people

