

Crossroads Care South East London
Care Support Worker
Job Description

Responsible to : Head of Operations

Probationary Period : 26 weeks

Responsible for : The provision of regulated (personal care) and non-regulated tasks to clients in their own homes, or on community based activities. Our aim is to provide high quality support services that enables the carer to have a break from their caring responsibilities by supporting the person with care needs, adhering to all quality standards of service provision.

DUTIES

**Family/Individual
Related Tasks**

: Attend the homes of clients and undertake specific duties as specified in the Individual Support/Care Plan agreed with the Senior Management Team, Carer, and the person with care needs.

Listen to the directions and requests of both the Carer and the person with care needs and perform the duties consistent with their own wishes affording them respect, dignity and choice.

**Personal and Social
Care Tasks**

: Bathing in bed/bathroom/chair to include essential aspects of all personal hygiene.

Assist in the management of continence of bladder and bowel movement.

Assist with dressing and undressing.

Assisted mobility, using the correct specialised equipment provided and in line with current mobility transfers legislation.

Assist with feeding – (*feeding via naso-gastric tube or gastrostomy will require specialist training from registered body.)

Assist with prescribed medication given from a labelled bottle/box as dispensed by a pharmacy and recorded on a MARS sheet.

Maintain a safe environment for those who need constant supervision and help

Reporting any incidents or accidents to the office (including out of office hours) using the agreed protocol.

Support the person with care needs outside the home in line with the agreed Individual Support/Care and Risk Assessment plan.

Domestic Tasks

Any domestic tasks will be risk assessed and specified in the Care Plan and may include the following: (This list is not exhaustive)

Making and changing bed's

Essential laundering

Essential shopping (receipts must be obtained for all purchases and cash handling form used to record all transactions).

Preparing a meal and washing up.

Administration & Training

: Adhere to Crossroads Care South London Policy & Procedures

Adhere to the Care Staff Handbook

Attend all core mandatory training to support continued professional development

Notify the office immediately if there is any changes in your availability to work.

Observe and report back promptly to the office any change in the client's circumstances that may affect the service provision.

Liaise regularly with the office and colleagues, attending planned supervision sessions.

Provide flexible cover for colleagues in the event of holiday and sickness working as part of a caring team.

Attend regular staff meetings as convened by the organisation.

Complete and submit signed monthly time sheets / expense claims and record sheets as per policy of Crossroads Care South East London

Complete holiday/ incident/accident forms as per policy of Crossroads Care South East London

Complete the 'skills for care' induction programme as part of your probationary period.

Person Specification including Competencies		
	Method	Source of Criteria Evidence
Experience & Knowledge:		
An understanding of the health and social care sector and the provision of person-centred care in the community		Application and interview
Ability and willingness to undertake personal care.		Interview
Previous experience in a similar role		Application and interview
Basic understanding of how rights, dignity, privacy, respect and choice are important when providing care		Interview and references
Personal Qualities		
Good level of self-motivation		Interview and references
Effectively manage own workload and time, whilst being flexible		Interview and references
Have a caring, patient and reliable nature		Interview and references
Communication		
Good level of written and spoken English		Application and interview
Ability to communicate clearly with service users, colleagues and others		Application, interview and references
Team work		
Ability to work co-operatively and effectively with colleagues, service users and others		Interview and references
Qualifications		
Good level of general education		Interview and references
NVQ/QCF or other professional qualification in care OR willingness to train towards such a qualification.		Application and Interview
Ability to undertake compulsory training		Interview
Other		
Full, valid driving license and access to a suitable vehicle		Application and Interview
The legal right to work in the UK		Application and Interview