



Care Support Worker - Job Description

ABOUT US

Since 2007, Complete Care Ltd has provided a high-quality homecare service which enables vulnerable elderly and disabled people, to live independently and safely in their own home within the community.

Commended by the Department of Health and Social Care, our success is based on an amazing team who all work together to make a positive difference to a variety of people who require help, support and care.

PURPOSE

The duties below will be carried out under the supervision and guidance of the Registered Care Manager and the Deputy Care Manager.

To assist in the active domiciliary care provision of the business in order to provide high quality care and support services to Service Users living in our community – in accordance with the company's policies and procedures.

HOURS OF WORK

Monday to Sunday

Day Time 08.00-19.00

Night Time 19.00-08.00

REMUNERATION AND RATES OF PAY

HOURLY RATE		WITH ROLLED UP HOLIDAY PAY
Day Duty (8am-7pm)		
Monday – Friday	£15.00 per hour	£16.25 per hour
Saturday	£15.50 per hour	£16.79 per hour
Sunday	£16.00 per hour	£17.33 per hour
IOM Public Holidays	£16.50 per hour	£17.87 per hour
Night Duty (7pm – 8am)		
Monday – Friday	£16.00 per hour	£17.33 per hour
Saturday	£16.50 per hour	£17.87 per hour
Sunday	£17.00 per hour	£18.42 per hour
IOM Public Holidays	£17.50 per hour	£18.96 per hour
Christmas Eve, Christmas Day & Night Boxing Day & Night, New Years Eve, New Years Day & Night	£25.00 per hour	£27.08 per hour

In addition, mileage is paid at a rate of £0.50p per mile for travelling to/from and between client's homes which also increases the overall hourly rate accordingly.

Further benefits working for Complete Care include:

- Abundance of hours available
- Block hours available
- Contracted hours negotiable
- Unprecedented online training programme to support your professional development
- Paid for attending mandatory training, online training, appraisals, supervisions and carers meetings
- Assistance with professional development RQF qualifications
- Working for a company established in 2007 with an excellent reputation and commended by the Department of Health and Social Care (2020 Annual Inspection)
- Full management and back up support system in place
- £100 introduction bonus to any carer who introduces a new employee to the company and who completes their 3 month probation
- Free uniform

Rolled-up holiday pay

A worker's holiday pay is normally paid when annual leave is taken. But in some cases, it can be paid in instalments, on an accruing pro-rata basis, as an addition to the worker's ordinary wages. This is known as 'rolled-up' holiday pay. This is how Complete Care pay rolled-up holiday pay.

Please note Care Support Workers are required to have a driving license and access to a car. Care Support Workers will be required to undertake a DBS Police Check at their own expense.

SCOPE

The Domiciliary Care Support Worker provides individualised care and resources to Service Users so that they may continue to live in their homes and in the community. Domiciliary Care may include transportation, housekeeping, personal hygiene, providing meals and other health and well-being related activities Recreational/Sitting Services.

The Care Support Worker is also responsible for administering the Care Programme, maintaining confidential client files and preparing and presenting reports and information as and when required. The Care Support Worker will ensure that all care is provided in a caring and respectful way and is in keeping with all relevant company policies and procedures which are in-light of the Regulation of Care Act 2013, The IOM Minimum Standards for Domiciliary Care Agencies & Staff Code of Conduct all of which are available on request.

The Care Support Worker will liaise with other community services and resources if required. FAILURE TO PROVIDE ADEQUATE SERVICES MAY PUT SERVICE USERS AND OTHERS AT RISK.

Please note that care support workers may at times be required to travel distances on island to cover short periods of work at short notice.

PRINCIPLE RESPONSIBILITIES

1. Provide individualised care.

Main Activities

- Provide care to service users with mental & physical disabilities & other individuals that live in the Community.
- Provide Personal Care & all aspects of housekeeping duties.
- Assist with Budgeting and Banking, pension collection (with the authorisation of a senior member of staff).
- Transport service users to appointments and activities.
- Assist with shopping for food and other household essentials.
- Preparing and cooking meals.
- Ensure that care is provided according to all relevant policies, procedures and regulations.
- Monitor service user's household supplies and resources.
- Identify any problems or concerns regarding the service user and report them to the person in charge.
- Maintain a current, clear and concise reporting system with accuracy and confidentiality and in line with company policy.

Personal Care

- Provide personal care which includes:- washing and dressing, bath/showering.
- Assisting service users to get in and out of bed/seating (with the use of equipment if required).
- Assist service users with feeding (if required).
- Help with toileting.
- Assistance with incontinence care.
- Assisting service users with medication, prompt and the administration of eye and ear drops (if required).

Additional duties

Sitting service, chaperoning service users at social events, accompanying service users on recreational trips.

Administer the Service Users Individual Service Plan in order to ensure that it is delivered in an appropriate, caring and respectful manner.

Rehabilitation

Motivating service users to maintain care plans agreed by themselves and other health care professionals.

Help with development of household management skills including nutrition, cooking and shopping. Collecting pensions and payment of household bills as per company policy.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

The Care Support Worker will require knowledge of:

- Proper care techniques, including house cleaning, feeding and personal hygiene.
- Appropriate Care interventions.
- Services and resources in the community.

Skills

The Care Support Worker must demonstrate the following skills:

- Analytical skills
- Decision making skills
- Effective verbal, listening and communication skills
- Stress and time management skills
- Administrative skills
- Strong interpersonal skills
- An awareness of teamwork

Personal Attributes

The candidate must maintain strict confidentiality in performing the duties of a Care Support Worker. The candidate must also demonstrate the following personal attributes.

- Demonstrate sound work ethics
- Be consistent and fair
- Be compassionate and understanding
- Be flexible, adaptable and able to work effectively in a variety of settings
- Respect cultural differences
- Work independently with little supervision
- Work effectively as a member of a team and general cleanliness.

WORKING CONDITIONS

Physical Demands

The Care Support Worker is required to be able to safely assist clients with transfers and re-positioning in accordance with the Moving & Handling Regulations and may be required to assist with showering/bathing. The Care Support Worker will work in the client's home and must practice clean, safe care to eliminate the possibility of infection or cross contamination between clients, family members and/or themselves.

Environmental Conditions

The Care Support Worker may be dealing with service users with potentially infectious conditions. They must follow company policy and procedure and Infection Control principles at all times. Ensuring that all medications, treatments and activities are completed safely so as to ensure the safety of all clients, families, the community and themselves. The Care Support Worker must adhere to their Code of

Conduct at all times. The Care Support Worker will be required to drive in winter conditions and make visits during periods of cold temperatures.

Mental Demands

The Care Support Worker may be faced with stressful situations from time to time due to dealing with Service Users and family members who may be stressed and therefore difficult to work with. There is a degree of emotional stress in providing care for clients who are dying and providing support for them and their families. Complete Care operate an open-door policy for staff so that support can be given at all times.

I have read, understand and accept the purpose of my job, my principal accountabilities and activities included in my Job Description.

Signed: **Care Support Worker** Date:

Print Name: