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| **Role Details** |
| **Job Title:** | Carer |
| **Reports to:** | Senior Carer |
| **Job Overview: (Note - In addition to these functions, employees are required to carry out such duties as may reasonably be required)** | * To provide care in accordance with best practice and legislative requirements, reflecting policies and procedures and agreed standards under the direction of the Senior Carer/Nurse
* To support and enable service users to maintain skills and personal interests while delivering person-centred care unique to each individual
* To maintain skills at a current level and undertake such training and development as required, from time-to-time, to maintain and progress knowledge
 |
| **Location:** | The service’s premises, but you may be required to work from other locations at the discretion of the company and with appropriate notice. |
| **Working Hours:** | 5 days over 7-day period, with varying shift patterns as agreed with the manager. |

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| **Responsibilities and Duties of the Job** |
| **Role-specific Duties:** | The Carer’s responsibilities include but are not limited to the following:* Ensure that service users are at the heart of care delivery and their wishes and preferences are taken into consideration to enhance their wellbeing
* To contribute to the efficient running of the service
* Support service users to maintain their relationships and connections with the local community
* Ensure care plans and other information about how to support service users are followed
* Be responsible for informing the Senior Carer/ Manager, changes in the needs of service users
* Be responsible for promoting and safeguarding the welfare of those individuals they support
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| **Working with Others:** | * Develop effective working relationships with other employees within the service
* Work in cooperation with members of the multidisciplinary teams to maximise opportunities for service users
* If desired by the service user, maintain and develop relationships with their family, friends and other people important in their life
 |
| **Leading by Example:** | Other duties and responsibilities to be undertaken may include any (or all) of the items in the following list:* Seek opportunities for personal and professional growth
* Be a role model for other carers and be an ambassador for the service
* Be professional, polite and reasonable at all times
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| **Personal and Professional Development:** | * Have a knowledge of, and work within, the Fundamental Standards
* Understand the regulatory framework that governs the service, including the role of the CQC and its requirements
* Commit to achieving the relevant qualifications commensurate with the role
* Attend statutory training and any other training as directed by management
* Understand and follow all policies and procedures relevant to the role
* Be open to learning opportunities
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| **Person Specification** |

***\*The selections for essential and desirable have been left intentionally blank for you to determine these.\****

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| **Specific Requirement for Qualifications** | **Essential** | **Desirable** |
| Good English - written and verbal |  |  |
| RQF qualifications in Social Care |  |  |
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| **Specific Requirement for Skills** | **Essential** | **Desirable** |
| **Proficient Written Skills** |  |  |
| Maintain all care plans/care records in accordance with the service’s policy |  |  |
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| Provide service users with support/assistance as they accomplish daily tasks, including bathing, eating, dressing, grooming and using the bathroom |
| Communicate any problems, concerns or changes to service users’ family members as needed |

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| **Communication Skills** |  |  |
| Carers must build a rapport with service users by establishing personal connections and showing an interest in their lives |  |  |
| Carers must be able to communicate effectively with service users |  |  |
| Carers must have the communication skills to inform colleagues, management and professionals about the needs of service users |  |  |
| **Problem-solving Skills** |  |  |
| Carers need to be able to adapt to and address situations quickly |  |  |
| Plan, develop, implement and assess approaches to promote health and wellbeing, whilst recognising and reporting situations where there might be a need for protection |  |  |

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| **Specific Requirement for Skills** | **Essential** | **Desirable** |
| **Disposition/Personal Attributes** |  |  |
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| **Specific Requirement for Previous Experience** | **Essential** | **Desirable** |
| Previous experience of working in a similar environment |  |  |
| Previous experience of working in a similar role |  |  |
| Experience of working with service users, in particular, those that may have additional support needs |  |  |
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| **Specific Requirement for Immunisations/Vaccinations** | **Essential** | **Desirable** |
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| **Values-based Personal Qualities** |

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| **Area** | **Specific Requirement** |
| **Working Together** | * Involve service users, families, external agencies and colleagues
* Speak up when things go wrong
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| **Respect and Dignity** | * Understand person-centred care and can demonstrate treating people as individuals and respecting choices
* Promoting independence and encouraging appropriate risk taking
 |
| **Everybody Counts** | * Ensuring no one is discriminated against or excluded
* Understand human rights and impact on care delivery
* Facilitating people to ‘speak up’ about concerns and acting upon them
 |
| **Commitment to Quality of Care** | * Striving for quality in everything we do recognising and understanding what quality in care means for people using the services
* Being accepting about criticism and focusing on improvement
* Being open to new opportunities for learning and identifying the limits of skills and knowledge
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| **Compassion** | * Treating people with kindness
* Understanding the importance of empathy in all areas of employment
* Understanding the values of others and always providing a caring service
 |
| **Improving Lives** | * Focus on how things could be done better and sharing ideas
* Understanding of wellbeing and what is important to people using the service
* Improving outcomes for people
* Ensuring appropriate services are provided for people using the services
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