

JOB DESCRIPTION POSITION: DOMICILIARY CARE WORKER (SUPPORT WORKER)

RESPONSIBLE TO: Field Care Supervisor / Company Principles

Purpose of Position

- To enable and / or assist individuals to remain in the community, to be supported and maintained safely in their own homes and thereby enhance their quality of life.
- Encouraging your service user's individuality and independence
- Helping your service user to maintain relationships with neighbours, the neighbourhood and familiar activities and surroundings, providing social contact, especially for service users who live alone
- Assisting other care workers and professionals to provide care for your service user
- Being the face of 'care in the community' and acting as our representative

Principle Responsibilities

- To visit nominated Service Users, at times directed by the Care Coordinators and management.
- To be particularly vigilant for signs of distress or anxiety in Service Users; any deterioration in physical and /or mental health, or safety of the environment, and to report these as a matter of urgency to your manager or coordinator in her absence.
- To carry out all tasks in a way that demonstrates respect for the privacy, dignity and value of all users, irrespective of severity or disability or personal circumstances.
- To summon appropriate assistance in an emergency.
- All actions should sustain, support and enhance the independence of Service Users, as specified in their care plan.
- To **regularly** read support plans and risk assessments, acknowledging changes

Personal Care (only where specified on the care plan and subject to appropriate review):

- Assist Service Users in/out of bed, chairs, etc., using agreed procedures.
- Assist Service Users in turning to relieve pressure areas.
- Assist Service Users in (un)dressing, care of aids and personal equipment (hearing aids, glasses, dentures, prosthesis, etc).
- Assist Service Users in all aspects of personal hygiene, i.e. washing, shaving, showering etc.
- Assist Service Users in feeding.
- Assist Service Users to access toilet facilities, emptying commodes and disposal of incontinence materials, using agreed health and safety procedures.
- Encourage Service Users to maximise their own abilities and skills

Domestic

- Where directed, maintain cleanliness of Service Users home, to meet with health and safety requirements.
- Light fires or operate other sources of warmth.
- Where appropriate home facilities are available, launder and iron clothes and/or bed linen.
- Undertake essential shopping, payment of bills.
- Where directed prepare or reheat meals provided and/or demonstrate to service user.

Social

- Actively encourage Service Users, according to their capabilities, to participate in all aspects of daily living activities.
- Develop and maintain personal contact with the Service User through talking and listening.
- Provide support as part of a caring team, liaising with informal carers, other agencies or professionals as necessary.

Collaboration with Other Agencies

- Assist the management to maintain good relationships with other personnel involved in the care of the Service User, i.e. Community Nurses, Social Workers, G.P's, etc., as part of a caring team.

General Duties

- As required - maintain accurate records
- Participate in Opieka Ltd's Monitoring systems as appropriate.
- Maintain confidentiality at all times.
- Advise Service Users of the complaints procedures
- To seek out best practice and look at innovative ways to improve the quality and efficiency of service delivery
- To observe all health & safety rules and take reasonable care to promote health and safety of self and others and raise any concerns to the Care Coordinator or Registered Manager
- Follow and implement CQC standards, contributing to the service being safe, effective, caring and responsive to peoples needs and well led
- Participate in meeting as appropriate, attend regular supervision sessions and complete any required training.
- Any other duties reasonably falling within the scope of the post.
- Be committed to and promote Opieka Ltd's Equal Opportunity and Anti Discriminatory Policies and Procedures in relation to both service provision and employment issues.
- Challenging poor and bad practice
- Follow the policies and procedures as specified in the Opieka Staff handbook and adhere to the East Riding Safeguarding Adults Integrated Multi-Agency Procedure for the Safeguarding of Adults
- Flexible working, as evening and week end work is required
- Any other duties requested by Senior Management, which are within the scope of the job role.

Staff Name:

Staff Signature:

Date: