

### **Job Title**

Community Care Worker

### **Job Description**

As a Community Care Worker, you will be responsible to look after the physical, emotional, cultural and social needs of the Clients using a person-centred approach. You should observe and promote the patient's choice, independence, dignity, privacy, fulfilment and other rights and maintain good professional relationships with Clients, their family and friends and other stakeholders. You should actively support other Care Workers and adhere to all regulatory and statutory obligations and policies, procedures and guidelines.

### **Duties of the job include:**

- To provide personal care and support to every client with a wide range of needs, illnesses and disabilities;
- To know and understand the care and support of the Client;
- To undertake the tasks detailed in the Client's care and support plan using a person centred approach and in the least intrusive way;
- To encourage the independence and motivation of the Client and not foster dependent behaviour;
- To provide input into the care and support plans of Client by regularly feeding back to the Field Care Supervisor;
- To assist Clients getting up in the morning and going to bed at night;
- To assist Clients to wash, bath and shower;
- To assist Clients to dress and undress;
- To assist Clients to look after their skin, teeth, hair and nails;
- To assist Clients with toileting, continence management and personal hygiene;
- To assist Clients with their medication at the agreed level of support and as detailed in their Medication Care Needs Assessment;
- To prepare food and drink for the Client, being aware of the Client's choice, likes/dislikes, nutritional needs and cultural requirements;
- To provide light general household domestic duties, including housework and laundry, as detailed in the care plan or instructed by Management;
- To use manual handling equipment safely and correctly;
- To take responsibility for the safe handling of property and equipment belonging to the Client;
- To maintain good communication and develop effective working relationships with Clients;
- To provide companionship to the Client, actively talking and listening to them about their interests;
- To help the Client to maintain contact with their family and friends;
- To accompany the Client on trips into the community;
- To assist the Client to manage their personal affairs;
- To ensure as safe as possible the living environment for the Client, whilst respecting the Client's choice and rights.

### **Key Skills:**

- The ability to relate to people from a wide variety of backgrounds;
- Skills in communicating with tact and sensitivity;
- The ability to remain calm under pressure.

## **GENERAL RESPONSIBILITIES: POLICIES AND PROCEDURES**

The post-holder is required to familiarise themselves with all policies and procedures and to comply with these at all times. Failure to comply with any of these policies may result in disciplinary action up to and including dismissal. These have been agreed with staff and Staff Side and are as follows:

- Treat others as you would like to be treated;
- Listen to and support others and make time to do so;
- Seek, acknowledge and value others' experience and contribution;
- Acknowledge others' beliefs;
- Be courteous and considerate to all;
- Treat others fairly and equally;
- Be honest and trustworthy and act with integrity;
- Encourage others to treat all staff with respect;
- Challenge the behaviour of staff who do not show respect to other.

## **CONFIDENTIALITY & DATA PROTECTION**

The post-holder must maintain the confidentiality of information about Clients, staff and other health service business and meet the requirements of the Data Protection Act (1998) at all times. The post-holder must comply with all company Information and Data Protection policies at all times.

## **HEALTH AND SAFETY**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and any subsequent relevant legislation and must follow these in full at all times including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for Clients, visitors and staff. Failure to comply with these policies may result in disciplinary action up to and including dismissal.

## **MANAGING STRESS**

The company has an agreed policy & procedure which links with a range of services and arrangements for staff to manage stress. All staff are required to familiarise themselves with the policy and services to best manage their own and their colleagues' stress.

## **HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)**

All staff has a responsibility to act and follow all instructions to protect Clients, staff and others from HCAIs. All staff are required to follow the Hygiene Code and all company policies and procedures related to it and the Health Act 2006. Failure to comply with any of these may result in disciplinary action up to and including dismissal.

## **EQUALITY & DIVERSITY**

The company has adopted a Managing Staff Diversity Strategy & Policy covering all of its staff and it is the responsibility of all staff to comply with these requirements at all times. The key responsibilities for staff under this Strategy and Policy are set out in the Code of Conduct for Employees. Failure to comply with these policies may result in disciplinary action up to and including dismissal.

## **FLEXIBILITY**

This job description is intended to provide a broad outline of the main responsibilities only. The post-holder is required to be flexible in developing their role in agreement with their designated manager. In addition, they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

## **EXPERIENCE REQUIREMENT**

Minimum 2 years of experience in a healthcare role as a Care Worker.

## **DESIRABLE QUALIFICATION:**

Experience in Caring Role

Worked for any voluntary Organization that supports Vulnerable people.

Disclosure and Barring Service (DBS) clearance.