

## JOB DESCRIPTION

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| <b>Job Title: Care and Support Worker</b>    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Ref No:</b>                                                     | <b>JE Ref: BM19</b> |
| <b>Department: Care and Support Services</b> | <b>Band: 5</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Location:</b> to be determined to meet the needs of the service |                     |
| <b>Responsible To:</b>                       | Support Supervisor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                    |                     |
| <b>Responsible For:</b>                      | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                    |                     |
| <b>Job Purpose:</b>                          | <b>To provide personal care and practical help and support to allow people to remain independent in their own homes for as long as possible.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                    |                     |
| <b>Main Responsibilities:</b>                | <ul style="list-style-type: none"><li>• To provide personal care, support, stimulation and encouragement, by undertaking such reasonable caring tasks as are necessary to help a service user independently live in their own home.</li><li>• To undertake the practical day-to-day tasks that are necessary to ensure the person's physical well-being and management of the home.</li><li>• To maintain close contact with Support Supervisors about the level of service provided to their service user and any changes in their circumstances.</li><li>• To assist with the personal care needs of the service user, which may include such task as help with getting up and going to bed, washing, toileting and bathing.</li><li>• To assist with medication in conjunction with Department Guidelines.</li><li>• To report to the Support Supervisor any concerns regarding the well-being of the service user or the level of service being offered to allow the Support Supervisor to re-assess the situation.</li><li>• To bring to the attention of the Support Supervisor situations where it is felt that the referral to other service providers would be appropriate.</li><li>• To undertake any necessary training provided by the Department.</li><li>• To actively participate in regular supervision arrangements with the Support Supervisor in accordance with Department guidelines.</li><li>• To ensure that the hours and times of visits to service users are kept to unless authorised by the Support Supervisor. In exceptional circumstances any changes by the Care and Support Worker must be notified to the Support Supervisor as soon as possible.</li><li>• To immediately notify your Support Supervisor of anything, which prevents you from carrying out your work. It is essential that you also inform your Support Supervisor when you are ready to resume work, as cover will have been arranged in your absence.</li></ul> |                                                                    |                     |
| <b>Job Activities:</b>                       | <ul style="list-style-type: none"><li>• To co-operate with colleagues and other agencies involved in the assessment of the person's changing needs.</li><li>• To respond sensitively and flexibly to changes in the service users situation which may require the Care and Support Worker involvement.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                    |                     |

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|                               | <ul style="list-style-type: none"> <li>• To undertake shopping and prescriptions as described in the care plan.</li> <li>• To help with budgeting and the management of money and paying bills where necessary.</li> <li>• To undertake basic household tasks, which include cooking, washing, ironing and cleaning which the person is no longer to do for themselves.</li> <li>• To develop an awareness and understanding of the service users needs and to encourage them to discuss these.</li> <li>• To prepare and serve meals where required and assist with feeding if necessary.</li> <li>• To encourage service users to maintain contact with their family and friends to encourage their involvement and be sensitive to their limitations.</li> <li>• To attend relevant meetings and assist in the making of recommendation about the abilities of the service user and their future care plan.</li> <li>• To make a note of service users progress as requested by Support Supervisors.</li> <li>• To ensure that claim forms are completed to certify that the hours and days are correct. Claim forms should be submitted as per departmental procedures.</li> <li>• Requests for annual leave must be made in advance to your Support Supervisor and it will be at the Support Supervisor's discretion.</li> </ul> |                         |
| <b>Performance Management</b> | <p><b><i>The job activities listed are not exhaustive and may be added to or amended consistent with the job purpose.</i></b></p> <ul style="list-style-type: none"> <li>• To manage your own performance and any staff you may be responsible for in accordance with the Council's values of Customer First, continuous improvements, openness and honesty, local decision making and team working.</li> <li>• To achieve the agreed performance targets detailed in the work plan and contribute to performance appraisal activities.</li> <li>• To manage your own performance in compliance with all Codes, Regulations and procedures including Code of Conduct, Health and Safety and Governance.</li> <li>• To manage risk, promote risk awareness and prioritise work in light of the risk analysis.</li> <li>• To actively commit to the Council's equality and diversity vision statement and associated policies that promote fairness and equality and celebrate diversity, in dealing with colleagues, clients and service users.</li> <li>• To take all reasonable measures to limit carbon emissions and reduce energy/ resource consumption when undertaking work activities.</li> </ul>                                                                                                                              |                         |
| <b>Prepared by:</b>           | <b>Ross McGaw</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Date: April 2016</b> |