



Care Compassion Limited
CARING WITH A DIFFERENCE

JOB DESCRIPTION — CARE/ SUPPORT WORKER

POSITION	SUPPORT WORKER
RESPONSIBLE TO	MANAGER / TEAM LEADER

Care Compassion Limited aim to provide a service of personal care and household care management that is personalised to meet the needs for each service user in the form of a care plan. Care duties will therefore include assisting the service user with a variety of duties, and in doing so the support worker will observe and respect the service user's dignity, privacy and independence as far as is practical.

Principal responsibilities – Care/ Support Worker

1. To provide personal and practical care services for people with a wide range of illnesses and disabilities.
2. To assist service users with getting up in the morning, dressing, undressing, washing, bathing and the toilet where necessary.
3. To help service users with mobility problems and other physical disabilities, including incontinence and help in use- and care of aids and personal equipment.
4. To make and change beds; tidy rooms; do light cleaning and empty commodes.
5. To help in the promotion of mental and physical activity of service users by ensuring daily interaction when care giving , accessing the local community , sharing with them in activities such as reading, writing, hobbies and recreation.
6. To support service users' to laundry clothing if required.
7. To feed service users who need help, prepare light meals and wash up and tidy.
8. To allow for their personal choice in their own home and support to service user to maintain his/her identity.
9. To be available to work as and when agreed where possible given 24 hours' notice of any cancellation.
10. To ensure all home visits and social support are for the time allowed, as scheduled and request the service user's signature on supplied timesheets at the end of each visit if required. Showing accurate time of arrival and departure. Deliver timesheets weekly to Care Compassion Limited office for processing



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11. To maintain accurate, concise, up-to-date and timely records of the service user's care on daily care sheets provided in the care plan folder.
12. To document each visit in the daily log, detailing tasks undertaken, any changes which have occurred and other relevant information. To write clearly, showing accurate time of arrival and time of leaving, with accompanying date and signature. To be considerate in respect of written comments made in the daily log so as not to unduly or unintentionally offend or upset the service user as they and their family/representatives are entitled to read it.
13. To conform to all policies, procedures and guidelines laid down by Care Compassion Limited in respect of carrying out these care duties and in other administrative aspects of the business.
14. To work only within Care Compassion Limited regulations regarding the handling of service users' finances, ensuring accurate documentation and receipting of any transactions, not to accept token or personal gifts for care provided.
15. To report and record any accident or incident which may occur – no matter how minor, whether to the service user or carer.
16. To report back to the manager or team leader on any aspect of the service user's care which, in the view of the care/support worker, warrants investigation or urgent action.
17. To report immediately to management any noticeable changes in health, behavior or circumstances of service users maintaining the right to privacy and confidentiality.
18. To be familiar with Care Compassion Limited Health and Safety Policy and to promote safe working practices. To ensure full compliance with infection control procedures following company policy.
19. To participate in reviews of service users' care plans as required.
20. Ensure all paperwork in the service users' files has been completed and service user information recorded in line with company policy. Check that all forms are being completed correctly. Remove and replace used forms as required. When errors are observed, to record copies of relevant service user forms to discuss with the care / support worker(s) concerned.
21. To advise the manager / team leader of any ideas which might enhance or improve the level of service delivered to service users.
22. Ensure review questionnaires are completed.
23. To carry out accurately, and in a competent manner, instructions from manager / team leader, adhering to the care plans of individual service users.
24. To participate in induction and foundation training and regular in-service training programme as directed by manager.



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25. To make yourself available on a regular basis at an agreed, appointed time to assess and review your personal and professional progress which will be recorded on your personnel file, which is available for inspection on request. This will be carried out in the form of monthly supervision sessions or annual appraisal.
26. To be flexible and willing to take on new task to meet the needs of service users, carers and business when necessary.
27. To be willing to provide compassionate care and maintain the Values of Care Compassion Limited.
28. To participate in work-shadowing and the integration of care/ support workers into their new working environment.
29. To liaise with management in supervising or assessing new members of staff during their initial induction and shadowing period.
30. To be aware of how your verbal and non-verbal communication can be interpreted by others and ensure that a polite approach is maintained at all times.

Location:	Care Compassion Limited , but you may be relocated within the UK at the discretion of the company with 4 weeks' notice.
Working hours:	37.5hrs per week / Flexible
Qualifications :	Desirable : NVQ or Equivalent in Health and Social Care.