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| Job Title: | Care and Support Worker |
| Reports to: | Team Leader |
| 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 Team Leader * To support and enable Service Users to maintain skills and personal interests whilst delivering person-centred care unique to each individual. * To maintain skills at a current level, undertake such training and development as required from time-to-time to maintain and progress knowledge |
| Location: | North Haven Care and Support, 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. |

**Responsibilities and Duties of the Job**

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| Role Specific Duties: | * Ensure Service Users are at the heart of care delivery and their wishes and preferences 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/Nurse of any changes in the needs of Service Users. * Be responsible for promoting and safeguarding the welfare of those individuals they support. |
| Working with Others: | * Develop effective working relationships with other employees within North Haven Care and Support. * Work in cooperation with members of the multi-disciplinary teams to maximise opportunities for Service Users. * If desired by the Service User, maintain and develop relationships with family, friends and other people important in their life. |
| Leading by Example: | * 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. |
| Personal Responsibilities: | * Knowledge of, and work within, the Fundamental Standards. * Understand the regulatory framework that governs the service, including the role of CQC and their 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. |

**Person Specification**

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| **Specific Requirement for Qualifications** | **Essential** | | **Desirable** | |
| Good English - Written and verbal | Yes |  | Yes |  |
| RQF qualifications in Social Care |  | No | Yes |  |

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| **Specific Requirement for Skills** | **Essential** | | **Desirable** | |
| **Proficient Written Skills**  Maintain all Care Plans/care records in accordance with North Haven Care and Support policy | Yes |  | Yes |  |
| **Leadership Skills**  Ability to induct and orientate new employees to the job role and service  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 |  | No | Yes |  |
| **Communication Skills**  Carers must build rapport with Service Users by establishing personal connections and showing 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 | Yes |  | Yes |  |
| **Problem-Solving Skills**  Carers need to be able to adapt and address situations quickly  Plan, develop, implement and assess approaches to promote health and well-being, whilst recognising and reporting situations where there might be a need for protection | Yes |  | Yes |  |

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| **Specific Requirement for Previous Experience** | **Essential** | **Desirable** |
| Previous experience of working in similar environment | No | Yes |
| Previous experience of working in similar role | No | Yes |
| Experience of working with Service Users, in particular, those that may have additional support needs | No | Yes |

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| **Area** | **Specific Requirement** |
| Working Together | Involve Service Users, family, external agencies & colleagues Speak up when things go wrong |
| 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 |
| 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 |