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**Bay Care Domiciliary Care LTD**

Registered Company Number 08708134

**Job Description & Role Responsibilities**

**Community Care Worker**

**Responsible to:** Overall responsibility to the Registered Manager/Deputy Manager

**Job Purpose:**

* To look after the physical, emotional, cultural and social needs of the Clients using a person centred approach
* To observe and promote the Client’s choice, independence, dignity, privacy, fulfilment and other rights
* To create and maintain good professional relationships with Clients, their family and friends and other stakeholders
* To actively support other Care Workers
* To adhere to all regulatory and statutory obligations and Bay Care Ltd’s policies, procedures and guidelines
* To actively market Bay Care Ltd and promote a positive, personal and professional profile, ensuring the good reputation of Bay Care Ltd at all times

# Main Job Responsibilities

***Care provision***

* To provide personal care and support to Clients with a wide range of needs, illnesses and disabilities
* To know and understand the care and support need 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 Clients by regularly feeding back to the Quality & Compliance Team
* 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 Care and Support Plan
* 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 and Support Plan or instructed by Management
* To use all 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 (and their relatives)
* 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 when detailed in their Care and Support Plan
* To assist the Client to manage their personal affairs – where appropriate and detailed in their Care and Support Plan
* To ensure as safe as possible the living environment for the Client, whilst respecting the Client’s choice and rights

***Recording and Reporting***

* To maintain detailed accurate records in respect of care and medication support given and tasks undertaken
* To regularly read care and support plans, acknowledging changes
* To protect the confidentiality of all information relating to the Client and not divulge information to anyone who is not authorised to receive it
* To promptly report to the Office or Out of Hours On-Call Team any issues concerning the care, support, wellbeing or behaviour of the Client and update records accordingly
* To continue to monitor where concerns have been reported and recorded
* To recognise the signs of any abuse (including client self-neglect) and immediately report abuse or suspected abuse to a Manager
* To report all accidents/incidents and complete all relevant documentation on Client’s and/or Employee records - when required
* To report any complaints to the Manager/Deputy Manager or Out of Hours On-Call Team
* To contact the office or Out of Hours On-Call Team if running late or delayed

***General***

* To dress appropriately, wearing uniform and using personal protective equipment provided by Bay Care Ltd
* To seek out best practice and look at innovative ways to improve the quality and efficiency of service delivery
* To attend and participate in regular Care Worker team meetings and any other relevant meetings
* To attend and complete in house and external training (including On-Line training) pertinent to the role of Care Worker
* 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 Manager/Deputy Manager or Out of Hours On-Call Team
* To aim to ensure everyone has equal treatment and equal access to services and employment
* Any other duties requested by Management, which are within the scope of the post