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| **Role Details** | |
| **Job Title:** | Carer |
| **Reports to:** | Senior Carer/Nurse |
| **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 Senior Carer/Nurse * To support and enable service users to maintain skills and personal interests while delivering person-centred care unique to each individual * To maintain skills at a current level and undertake such training and development as required, from time-to-time, to maintain and progress knowledge |
| **Location:** | The service’s premises, 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. |

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| **Responsibilities and Duties of the Job** | |
| **Role-specific Duties:** | The Carer’s responsibilities include but are not limited to the following:   * Ensure that service users are at the heart of care delivery and their wishes and preferences are taken into consideration to 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 |

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| **Working with Others:** | * Develop effective working relationships with other employees within the service * Work in cooperation with members of the multidisciplinary teams to maximise opportunities for service users * If desired by the service user, maintain and develop relationships with their family, friends and other people important in their life |
| **Leading by Example:** | Other duties and responsibilities to be undertaken may include any (or all) of the items in the following list:   * 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 and Professional Development:** | * Have a knowledge of, and work within, the Fundamental Standards * Understand the regulatory framework that governs the service, including the role of the CQC and its 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 |

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| **Person Specification** |

***\*The selections for essential and desirable have been left intentionally blank for you to determine these.\****

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| **Specific Requirement for Qualifications** | **Essential** | **Desirable** |
| Good English - written and verbal |  |  |
| RQF qualifications in Social Care |  |  |
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| **Specific Requirement for Skills** | **Essential** | **Desirable** |
| **Proficient Written Skills** |  |  |
| Maintain all care plans/care records in accordance with the service’s policy |  |  |
| **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 |  |  |
| **Communication Skills** |  |  |
| Carers must build a rapport with service users by establishing personal connections and showing an 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 |  |  |
| **Problem-solving Skills** |  |  |
| Carers need to be able to adapt to and address situations quickly |  |  |
| Plan, develop, implement and assess approaches to promote health and wellbeing, whilst recognising and reporting situations where there might be a need for protection |  |  |

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| **Specific Requirement for Skills** | **Essential** | **Desirable** |
| **Disposition/Personal Attributes** |  |  |
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| **Specific Requirement for Previous Experience** | **Essential** | **Desirable** |
| Previous experience of working in a similar environment |  |  |
| Previous experience of working in a similar role |  |  |
| Experience of working with service users, in particular, those that may have additional support needs |  |  |
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| **Specific Requirement for Immunisations/Vaccinations** | **Essential** | **Desirable** |
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| **Values-based Personal Qualities** |

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| **Area** | **Specific Requirement** |
| **Working Together** | * Involve service users, families, external agencies and 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 |

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| **Company Values** |

***\*This section has been left blank intentionally for you to insert your company values.\****