

Job Title:	Care Support Worker
Responsible to:	Supervisor & Area Co-Ordinator (Team Leader)

Purpose of the Position

Support Willowbrook (Hyndburn) Ltd to enable its clients to live a dignified and independent life within the community. This may include provision of personal, social and domestic support on a 24 hour basis.

In carrying out these duties, care support workers will observe and respect clients' dignity, privacy and independence wherever possible.

Key Responsibilities

1. Visit nominated clients, at times directed by care coordinators and management.
2. Provide personal care to clients.
3. Provide domestic support to clients.
4. Share necessary and appropriate information with supervisors.
5. Complete all necessary paperwork.
6. Fully comply with Company policies, procedures and approved practice, and promote the aims of the Company.
7. Participate in induction training and regular in-service training programmes, as directed by managers or supervisors.

Specific Responsibilities

1. Understanding and compliance of Willowbrook (Hyndburn) Ltd's policies and procedures.
2. Visit nominated clients, at times directed by care coordinators and management.
 - a. All visit times must be strictly adhered to and electronically logged on arrival and departure.
 - b. The office must be contacted promptly regarding lateness or absence to ensure that appropriate cover is organised.
 - c. Report any issues to the office and record on the client's care review
 - d. Alert the supervisor / area coordinator to any perceived problems or difficulties experienced when delivering services to clients.
3. Provide personal care to clients, as specified by the individual care plan.
 - a. Assist clients with getting up / going to bed, washing, bathing, dressing / undressing and toileting.
 - b. Adhere to safe manual handling techniques at all times (only following the completion of accredited training and following a full risk assessment for each appropriate client).
 - c. Medication administration.
 - d. Continence management.
 - e. End of life care.

4. Provide domestic support.
 - a. Preparation of meals.
 - b. Collection of shopping and or pension payments as required.
 - c. General cleaning duties, including changing beds, tidying rooms, laundry and emptying commodes.
5. Complete all necessary paperwork:
 - a. Record all relevant details of duties, comments on the client's condition and any other relevant information on the client review form.
 - b. Complete timesheets, detailing accurate times of arrival & departure, and the client's signature.
 - c. Complete any other appropriate forms or charts required for the delivery of care.
 - d. Use the Company receipt book when undertaking all duties involving money.
6. Report any significant changes in clients' health, behaviour, needs or wellbeing to the supervisor and or area coordinator.
7. Ensure that any information regarding clients, employees and any other affairs relating to Willowbrook (Hyndburn) Ltd is kept confidential at all times. (Failure to comply with this is a disciplinary offence)
8. Maintain positive working relationships with other agencies involved in the care of clients i.e. Social Workers, District Nurses GP's etc.
9. Be responsible for any day to day decisions within the confines of the duties allocated and job description.
10. Attendance at all relevant Company meetings / events to maintain an understanding of the Company's long and short term objectives.

If unsure about any element of areas of responsibility, the care support worker is responsible for seeking clarification from supervisors or area coordinators.

Supervisors and area coordinators will always support and provide guidance in all circumstances.

General Responsibilities

1. Wear the correct uniform and Personal Protective Equipment:
 - a. Wear the correct Willowbrook (Hyndburn) Ltd uniform at all times in line with the role, making sure that it is clean and presentable.
 - b. Ensure a clean and smart appearance at all times.
 - c. Sensible black shoes must be worn, trainers are not acceptable footwear.
 - d. Identification badges must be worn at all times and be in a visible place.
 - e. Protective aprons and gloves should be worn and are available from the office.
 - f. Hair should be clean and tidy, and if long, should be worn 'tied up'.
2. Engage fully with the Company's supervision and appraisal procedures.
3. Always keep the company handbook at hand for reference.
4. Always treat clients, visitors and fellow employees with dignity and respect.

Required Competency and Skills

1. Genuine care, compassion and respect for others.
2. Ability to work as part of a team.
3. Ability to work under pressure.

4. Excellent communication skills.
5. Ability to cope professionally with emergency and difficult situations.
6. Understanding of clients' needs and requirements contained in individual care plans.
7. Understanding of how best to supply a professional and quality service at all times.
8. Understanding of all Willowbrook (Hyndburn) Ltd policies and procedures.
9. Understanding of all Health & Safety requirements.
10. Ability to work unsupervised.
11. Understanding the importance of effective customer services and the impact upon Willowbrook (Hyndburn) Ltd if this is not maintained.
12. Understanding of and the ability to implement Safeguarding Vulnerable Adults procedures.
13. Full Disclosure and Barring Service (DBS) Clearance.

Job Description Agreement			
Declaration			
I have read, understood and agree to abide by the details in this Job Overview and all the relevant Codes of Practice, Operation Instructions and Work Instructions in the execution of my duties. I understand that failure to follow company policies and procedures may result in disciplinary action being taken.			
Employee's Name		Manager's name	
Employee's signature:		Manager's signature:	
Date:		Date:	