



Reports to: Team Manager

## Purpose of role

To support customers with all aspects of their day to day living, so they can enjoy the best possible quality of life. Providing care and support is both a challenging and rewarding experience. You will mostly work alone with the customer in their home. Compassion, good communication skills and a calm and caring manner are essential for this important role in our company.

## Key responsibility

Safely provide compassionate care and support that is centred on the individual needs and wishes of each customer. Respect customers' choices and promote their dignity at all times.

You may be the only person the customer sees over a period of time, it is therefore essential to report any changes or causes for concern to your line manager promptly. You need to be clear about when to seek help and advice in order to keep customers safe and promote their well-being.

## Duties

### Care and support

Give non-discriminatory care and support that values the diverse and unique qualities of each customer. See the whole person and not merely a list of care needs. Carefully listen and observe how customers prefer their care and support to be delivered on a day to day basis. Help them make their own decisions and to be as independent as possible.

Follow instructions in the care and support plan which has been agreed with each customer. This may include:

### Eating and drinking

- Helping the customer to plan what to eat and drink
- Gentle encouragement and help to eat and drink well
- Shopping, preparing and serving food and drinks
- Clearing the table, washing up and keeping the kitchen area clean and tidy;
- Agreeing with the customer how to store food safely and dispose of out of date produce

## Housework

- Washing floors, vacuuming and sweeping
- Laundry and ironing, making beds and changing the linen o Dusting and general tidying

## Social

- Answering the door and greeting visitors
- Answering emergency bells and the telephone
- Writing cards and letters or emails
- Taking a customer out shopping, to see their friends or to other activities
- Hobbies and recreations such as reading, photo albums, games, etc
- Hospital appointments
- Liaising with community health support and families

## Recording and reporting

- Record and report all relevant customer information including
- Changes to a customer's condition or other concerns
- Faulty equipment or hazards in the home
- Response to emergencies, accidents and incidents
- Safeguarding matters
- Physical activities or mental stimulation such as
- Contact with families or carers and other professionals
- Other matters as required by Welcome Support procedures

Keep all information about customers and their families secure and confidential

Work well as part of the Welcome Support Care team

- Follow Welcome Support Care policies, procedures and guidance at all times
- Take part in staff and customer meetings
- Attend training activities and appraisal and development meetings
- This list is not exhaustive and from time to time you may be required to undertake additional duties. We will provide full training in line with regulatory requirements.
- Role specification
- This provides a picture of skills, knowledge and experience required to carry out the role. We will use the essential criteria to select suitable applicants for this post. You should demonstrate, using examples where possible, how you meet the essential criteria.

Respect for the rights of our customers. Understanding the importance of giving the best possible care and support centred on the individual needs and wishes of each customer

Understanding of why confidentiality is important and what this means as a care worker

Experience and skills

Ability to listen, communicate clearly and build positive working relationships with customers, their families, Bluebird Care staff and other social and health care professionals

Ability to give care and support to customers with aspects of their daily living in a manner that respects their dignity, is non-judgmental and promotes their independence, choices and privacy

Good organisational skills, so customers receive the services they expect

Ability to use own initiative and work alone or as part of a team especially in an emergency

Numerical skills to support customers in managing their money and buying shopping or paying bills when requested to do so

Ability to keep written records in clear English about the care and support given to each customer, including help with medicines

Ability and willingness to follow Bluebird Care's policies, procedures and instructions

Additional requirements

Commitment to respecting customers' rights at all times including their rights to privacy, dignity and independence

Willingness to undertake training. All staff are expected to meet regulatory training standards

This role will require you to obtain an Enhanced satisfactory clearance from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure

Class 1 business insurance, with no more than 6 points (if using own car for business purposes)

## Desirable criteria

NVQ/QCF Level 2 or equivalent

Previous experience as a care worker or as an unpaid carer

Knowledge of how to recognise abuse and safeguarding procedures

Working knowledge of health and safety matters relating to home care

Flexible approach to working

Access to Own transport – Minimum of 6 points