

Job Description

Job Title:	CARER
Responsible to:	OPERATIONS DIRECTOR (CLARENDON & NWK)
Reports to:	CARE SCHEME MANAGER

Job Description:

Job Purpose

To work as Carer for Age UK Kent Rivers and provide an agreed level of support of care service/s for older people at the Clarendon Royal Community and within the Gravesham borough, including extra care and respite beds across a 24-hour care provision, and homecare services.

Key Responsibilities

- To assist clients with care and support where required within their own homes and Clarendon Royal Community accommodation, e.g. personal care tasks as necessary, washing and bathing, assistance with dressing, managing continence.
- To offer flexibility across a variety of shift patterns to accommodate the business needs of a 24-hour care provision.
- To assist client to self-medicate, or administer medication in accordance with the organisation's medication policy.
- To undertake a range of allocated tasks to agreed standard within a specific time, according to the care plan.
- To establish good relationships with clients (and their carers, where applicable).
- To monitor client's satisfaction.
- To complete mandatory care training to support your role and our clients.
- To ensure that every resident is encouraged and empowered to Achieve Life's Fullness.
- To promote a healthy lifestyle.

- To ensure that nutritional needs of individuals are met ensuring assistance for those who need help during meal times – being aware of any swallowing difficulties and dietary requirements.
- To encourage and support individuals to maintain social networks and access social and leisure facilities.
- To conduct home safety checks.
- To assist in monitoring clients' needs and reporting any changes in dependence or mental or physical health to team leaders or managers.
- To work as part of a team to enable the independence, health and well-being of service users.
- To respect the confidentiality of all service users.
- To maintain records of visits and any relevant care needs and/or action taken, via hard copy plans and relevant Smartphone apps.
- To liaise with a range of health and social care professionals and organisations.
- To collect service user contributions and record as appropriate.
- To provide emergency cover at reception, or where required, if working overnight.
- To undertake routes as economically as is viable.
- To attend regular supervision and staff meetings.
- To follow all the organisations procedures as described in the handbook and discussed at induction.

Personal Specification

Education & Qualification

- An NVQ 2 in Care, or willingness to work towards the qualification

Experience

- Experience of care work / working in the community, a care facility, or with older people.

Strengths and Characteristics

- Excellent team worker who takes responsibility for the team's decisions and actions.
- Takes responsibility for his/her own performance and for the team's performance.
- Excellent communication skills and able to give and receive feedback.
- Has a personal commitment to Age UK Medway's values and demonstrate behaviours that is consistent with them.
- Thrives on a challenge and is resilient.

- Open to change. Receptive to new ideas and different ways of working.
- Takes the initiative in assessing and providing holistic care.
- Loves going the extra mile but understands the need for professional boundaries.
- Pays attention to detail.
- Highly skilled and takes responsibility for developing his/her competence and capability.
- Has good local area knowledge.
- Is willing to undertake training required to enhance knowledge and skills to provide high quality, personalised care.

Key Skills Criteria

- Applicants need to be able to demonstrate a knowledge of issues relating to older people.
- Skilled at identifying need and promotion of independence.
- Empathy – understanding the behaviour of others and the contributing factors.
- Good interpersonal skills.
- Good communication skills.
- Ability to work within a team.
- Able to work on own initiative, unsupervised.
- Able to be flexible.

Operational

- Committed to working in a team.
- Willing to liaise with specialist advisors to problem solve.
- Must hold a full UK driving licence and have the use of an adequately insured vehicle for work purposes.
- Must have use of a Smart phone.
- Must be prepared to have a Disclosure and Barring Service (DBS) check.

Communication and working relationships

Internal

- Care Scheme Manager
- Operations Director (Clarendon & NWK)
- Operational Teams
- Head Office Teams
- Volunteers
- Administration Staff
- Service Users and Families

External

- Social Services
- Care Managers
- Age UK Organisations
- Adult Mental Health Services
- Occupational Therapy Services
- Physiotherapy Services
- Hospital Admission/ Discharge Departments
- Housing Organisations
- Statutory and Voluntary Organisations

Performance Review

Personal Performance will be assessed annually.

Personal development plan or training will be agreed with the Chief Executive.

General

All employees are subject to the requirements of the Health and Safety at Work Act. The post holder is required to ensure, as an employee that their work methods do not endanger themselves or others.

All employees are subject to the requirements of the Data Protection Act, and must maintain strict confidentiality in respect of Service Users, staff information and records at all times.

All employees must comply with the organisations Equality and Diversity Policy.

Age UK Medway aims to maintain the goodwill and confidence of its own staff, Service Users and the public. To achieve this objective, it is essential that employees carry out their duties in a professional, courteous and empathetic manner.

Age UK Kent Rivers maintains the right to amend the Job Description in consultation with the post holder. Any agreed changes will be notified in writing.