

## **JOB DESCRIPTION**

<b><u>Title:</u></b>	<b>Homecare Assistant</b>
<b><u>Responsible To:</u></b>	Senior Carer/Team Leader / Care and Support Managers
<b><u>Responsible For:</u></b>	N/A
<b><u>Date:</u></b>	May 2023
<b><u>Written by:</u></b>	Denise Taylor, Extra Care Services Manager

### **Overall Purpose**

To provide a Community Home Care Service to older people in their own homes always having regard for the customer's care plan.

Although often lone working, to work as part of a multi-disciplinary team delivering care and support services that promote independence and help customers have a good quality of life.

To carry out all duties in a way which respects the rights and dignity of the individual and promotes independence.

### **1.0 Care**

- 1.1 To act as a key worker to an agreed number of customers, and to maintain written records.
- 1.2 To assist CHS Homecare customers who need help with physical tasks, e.g. dressing, washing, shaving, bathing, eating, and drinking, in line with their care plan.
- 1.3 To respond to alarm calls and emergencies, involving the Senior Carer, Team Leader or a Care and Support Manager as necessary.
- 1.4 To assist CHS Homecare customers with mobility problems and help in the use and care of aids and personal equipment.
- 1.5 To assist in the administration of medication for CHS Homecare customers in accordance with the Medication Management Policy and Procedure.
- 1.6 To help promote continence through implementing actions agreed in the care plan, including emptying and cleaning used commodes, catheter care.
- 1.7 To help care for CHS Homecare customers who are terminally ill and to ensure that their dignity is maintained.

- 1.8 To work with the senior members of the team to deliver integrated care and support to customers with the purpose of enabling them to maintain their independent living skills and to live full and active lives.
- 1.9 To make and change beds as necessary and to help CHS Homecare customers tidy their rooms in accordance with their wishes.
- 1.10 To assist service users with their laundry and other housekeeping tasks as specified.
- 1.11 To participate in developing care and support plans to meet CHS Homecare customer needs.
- 1.12 To review the appropriateness of the care and support plan on an ongoing basis and recommend amendments to the Care and Support Manager.
- 1.13 To ensure that up to date records are maintained.
- 1.14 To liaise with colleagues, customer relatives/friends, social workers and health care professionals as necessary.
- 1.15 To report to a senior member of the team any instances of poor practice or any matters affecting the safety or well being of the customer.
- 1.16 To assist CHS Homecare customers with food preparation in accordance with the care and support plan, while promoting their independence and personal choices at all times.

## **2.0 Meeting Social and Spiritual Needs**

- 2.1 To help and encourage customers to maintain contact with their family, friends and social/community groups.
- 2.2 To help customers to maintain contact with their churches/places of worship and to ensure that their religious needs are catered for.
- 2.3 To support and encourage customers to participate in activities and pursue their hobbies and interests.

## **3.0 Health and Safety**

- 3.1 To comply with the CHS Health, Safety and Welfare Policy and fire procedures and contribute to good health and safety practice, in particular, ensuring that the risk assessment process is fully utilised to eliminate or manage risks.
- 3.2 To check and clean all equipment used, as required (e.g., wheelchairs, walking frames, bath hoists, commodes).
- 3.3 To implement the Home Care Service's risk assessment programme.
- 3.4 To report to a senior member of the team immediately any illness of an infectious nature, or accident whether to a customer or employee.
- 3.5 To report to a senior member of the team any building defects, faulty equipment or other potential hazard and take prompt action to manage the risk.

- 3.6 To be responsible for infection control in the absence of the Care and Support Managers
- 3.7 To promote safe working practices at all times and comply with the Home Care Service's lone working policy.

#### **4.0 General**

- 4.1 To comply with the requirements of the Care Certificate, and to report to a senior member of the team any event/activity/observation that appears to contradict the standards.
- 4.2 To communicate with a senior member of the team on any significant change to a customer's physical or mental health or general wellbeing.
- 4.3 To read and write notes, reports, records, diary sheets, care and support plans.
- 4.4 To attend team meetings, supervision meetings and training sessions
- 4.5 To comply with the Home Care Service's policy on the use of mobile telephones.
- 4.6 To implement high standards of care to all CHS Homecare customers at all times.
- 4.7 To comply with the CHS Equality and Diversity Policy Statement.
- 4.8 To comply with CHS's Gifts, Hospitality and conflicts of Interest Policy relating to any possible conflict of interest relating to the business of CHS.
- 4.9 To actively demonstrate a customer focussed approach in all dealings with the public, employees and external agencies.
- 4.10 To have a collective and co-operative approach towards resolving complaints about CHS services, working with colleagues across the organisation and taking collective responsibility, responding within the professional standards relevant to your role.
- 4.11 To carry out any other duties consistent with the nature and scope of the post as may be required from time to time to ensure the well being of customers and support the running of the service.

#### **Behaviours**

**Communication** – takes steps to keep others informed about what they need to know

**Customer Focus** – seeks to understand the needs of internal and external customers and aims to exceed these consistently

**Flexible and Adaptable** – adopts a practical approach to achieve the required results

**Teamwork** – works effectively with others and ensures team objectives are met. Acknowledges the good things others do

*As the needs of the organisation change rapidly, this role will change; accordingly, therefore this document should be viewed as guidelines which are subject to change*

## PERSON SPECIFICATION

**POST:** **Homecare Assistant**

**DATE:** May 2023

**REPORTING TO:** Care and Support Manager

**RESPONSIBLE TO:** Extra Care Services Manage, Homecare Team Leaders, Senior Carers

Criteria	Standard	Essential (E) Desirable (D)	Measured by Application (A) Interview (I) Test (T)
<b>Skills Required</b>	<ul style="list-style-type: none"> <li>• Ability to deliver a high standard of care and companionship to CHS Homecare Customers in the Scheme and older people in their own homes, in a way which respects the rights and dignity of the individual and promotes independence</li> <li>• Ability to identify with the needs of older people with a compassionate and person centred approach</li> <li>• Ability to plan and organise own work-load effectively and to ensure that routine tasks are carried out promptly</li> <li>• Ability to complete records timely and accurately in accordance with CHS and CQC policies and procedures</li> <li>• Ability to take clear messages on behalf of other members of the team</li> <li>• Ability to communicate clearly with our customers, their families and friends and in an empathetic manner when required</li> <li>• Ability to develop and maintain good working relationships with others</li> <li>• Ability to deal with accidents/incidents in a calm manner and by following the appropriate policies and procedures</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p><b>A&amp;I</b></p>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• An understanding of the needs of older people, including those suffering from dementia</li> </ul>	<p><b>D</b></p>	<p><b>A&amp;I</b></p>

	<ul style="list-style-type: none"> <li>An awareness of the Care Act 2014 and subsequent revisions or ability to attain</li> <li>Safety awareness</li> </ul>	D E	A&I A&I
<b>Experience</b>	<ul style="list-style-type: none"> <li>Transferable life experience</li> <li>Experience of caring for others</li> </ul>	D D	A&I A&I
<b>Qualifications / Training</b>	<ul style="list-style-type: none"> <li>Level 2 Diploma in Health and Social Care</li> <li>Willingness to study towards qualification if not acquired</li> <li>Willingness to obtain the Care Certificate</li> </ul>	D E E	A&I A&I A&I
<b>Special Requirements</b>	<ul style="list-style-type: none"> <li>Full UK driving licence</li> <li>Use of a car for work purposes</li> <li>Able to work a changing rota pattern, including some evenings and weekends</li> <li>The postholder must maintain a satisfactory enhanced Disclosure and Barring Check</li> </ul>	E E E	A&I A&I A&I
<b>Behaviours</b>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>Takes steps to keep others informed about what they need to know</li> <li>Communicates to people in the way agreed with them</li> <li>Listens to comments that people make and takes them into account when communicating to groups or individuals</li> </ul> <p><b>Customer focus</b></p> <ul style="list-style-type: none"> <li>Seeks to understand the needs of internal and external customers and aim to exceed these consistently</li> <li>Listens to and understands what customers have to say</li> <li>Passes on relevant comments to the appropriate person when does not have the authority to handle the matter themselves</li> </ul> <p><b>Flexible and Adaptable</b></p> <ul style="list-style-type: none"> <li>Adopts a practical approach to achieve the required results</li> <li>Listens to and discusses new ideas with a proactive approach to problem solving</li> </ul> <p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>Works effectively and collaboratively with colleagues, showing an</li> </ul>	E E E  E E E  E E E	A&I A&I&T A&I&T  A&I A&I A&I  A&I A&I

	<p>understanding of when they are under pressure and willing to assist when required</p> <p><b>Work ethic</b></p> <ul style="list-style-type: none"> <li>• Enthusiastic, adaptable, reliable, self-motivated with a strong commitment to meet personal and team objectives</li> </ul>	<b>E</b>	<b>A&amp;I</b>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Willingness to undertake appropriate ongoing training</li> </ul>	<b>E</b>	<b>A&amp;I</b>