

JOB DESCRIPTION

Position: Senior Care Worker

Reports to: Manager

Purpose of Position

To deliver high quality, person-centred care to service users in their own homes, and to lead by example as the senior point of contact on shift. The role supports and develops the wider care team through mentoring, supervision, spot checks and appraisals, and acts as a link between care workers and the management team to ensure care is safe, consistent and in line with CQC Fundamental Standards.

Principal Responsibilities

Leadership and Shift Coordination

- Organise and direct care workers throughout a shift, allocating tasks and adjusting cover in response to changes at short notice.
- Act as the first point of contact for care workers on shift, providing guidance and escalating to the Manager where a matter falls outside own remit.
- Take part in the on-call rota and provide cover for visits where reasonably required.
- Support the Registered Manager in maintaining service continuity, including responding to missed or late calls.

Supporting and Developing the Care Team

- Act as a mentor to an allocated group of care workers, providing day-to-day guidance and support.
- Support the induction and shadowing of new starters, including signing off practical elements of the Care Certificate where competent to do so.
- Assist the Manager with formal supervisions and appraisals of care workers.
- Carry out spot checks and competency observations on staff in service users' homes, and maintain accurate records of the outcome.
- Model professional standards of conduct, punctuality, presentation and record keeping at all times.

Personal Care and Direct Support

- Assist service users with getting in and out of bed, moving, and mobility support using agreed procedures.
- Support with personal hygiene including washing, bathing, showering, shaving, oral care, hair care, dressing, and undressing.
- Assist with use and care of personal aids and equipment (hearing aids, glasses, dentures, mobility aids, etc.).
- Support with toileting needs, including use of commodes, incontinence products, and safe disposal.
- Assist with preparing food and drink and feeding where required, ensuring intake is consistent with the service user's preferences, needs and any dietary requirements.
- Take responsibility for supporting service users with more complex needs where allocated by the manager.
- Help maintain a clean, safe and comfortable home environment, carrying out household tasks and essential shopping where these form part of the agreed care plan.

Social, Emotional and Wellbeing Support

- Provide companionship, conversation, and reassurance to reduce isolation.
- Encourage service users to participate in hobbies, interests, and daily living activities according to their abilities.
- Support service users to retain memory, life skills and independence wherever possible.
- Support service users to maintain relationships with family, friends, and the wider community.
- Respect the individual rights, choices, cultural values and diversity of every service user.

Care Planning, Monitoring and Reporting

- Observe and promptly report any changes in a service user's physical or mental health, or their home environment, to the Manager.
- Maintain accurate and timely records of care delivered, in line with policies and care plans.
- Contribute to the writing and review of care plans and risk assessments, and support service users and families to be involved in that process.
- Safeguard service users by reporting any concerns, incidents, accidents or suspected abuse immediately in line with company policy.
- Support the Registered Manager with follow-up after incidents, including sharing learning with the team so that practice improves.

Medication Support

- Support service users with their medication in line with the care plan, company policy and prescriber instructions, once assessed as competent.
- Complete MAR charts accurately and report any errors, omissions or refusals immediately.
- Support competency checks and medication audits as directed by the manager.

Health, Safety and Infection Prevention

- Ensure the health and safety of service users, colleagues and self, reporting any hazards, concerns or equipment failures to the manager.
- Carry out moving and handling in accordance with training and in-house policy, and challenge unsafe practice where observed.
- Follow infection prevention and control procedures, including correct use of PPE and hand hygiene.
- Dispose of waste safely, in accordance with the service user's wishes and the plan of care.

Teamwork and Professional Practice

- Work collaboratively with colleagues, families, and professionals (e.g. community nurses, GPs, social workers) as part of a caring team.
- Communicate effectively with colleagues and managers, including accurate handovers.
- Attend mandatory induction and training, and participate in regular supervision and team meetings.
- Promote equality, diversity, and anti-discriminatory practice at all times.
- Adhere to all organisational policies and procedures, including confidentiality and data protection.

General Duties

- Act always in the best interests of service users and the organisation.
- Comply with health and safety, safeguarding, and CQC Fundamental Standards.
- Take part in training and development, including NVQ/QCF qualifications where appropriate.
- Carry out any other reasonable duties that fall within the scope of the role.

PERSON SPECIFICATION

Position: Senior Care Worker

Essential Criteria

Values & Attitude

- A caring, compassionate, and respectful attitude towards others.
- Commitment to promoting dignity, independence, choice and safeguarding of service users.
- Reliability, honesty, and flexibility, including willingness to work evenings, weekends and bank holidays as required.
- Willingness to lead by example and act as a positive role model to other care workers.
- Openness to feedback and a commitment to their own continued learning and development.

Knowledge & Understanding

- A clear understanding of the role and responsibilities of a Senior Care Worker, including supervising and supporting others.
- Understanding of safeguarding adults and children, and knowing how and when to raise a concern.
- Understanding of the CQC Fundamental Standards and what good quality care looks like in practice.
- Working knowledge of person-centred care planning and risk assessment.
- Understanding of confidentiality, record keeping and data protection (GDPR).
- Understanding of health and safety, infection prevention and control, and safe moving and handling in a community/home setting.
- Awareness of the Mental Capacity Act and how consent and choice apply day to day.

Skills & Abilities

- Ability to organise and direct care workers during a shift, including allocating tasks and responding to changes at short notice.
- Ability to support, coach and mentor colleagues, including contributing to supervisions, spot checks and appraisals.
- Confident, professional communication with service users, families, colleagues, managers and outside professionals.
- Ability to remain calm and make sound decisions under pressure, and to escalate appropriately when something is outside their remit.
- Ability to follow, review and contribute to care plans accurately.
- Ability to write clear, accurate and timely records, including incidents, body maps and MAR charts.
- Confident using digital systems (e.g. rostering and electronic care records) and basic IT.
- Ability to work independently, without direct supervision, as well as part of a team.
- Physically able to carry out the duties of the role (e.g. moving and handling, personal care).

Qualifications & Experience

- Minimum of 1 year's paid experience in a care role (domiciliary, supported living or residential).
- Level 2 Diploma / NVQ / QCF in Health and Social Care, or willingness to complete Level 3 within an agreed timescale.
- Completed Care Certificate, or willingness to complete it within 12 weeks of starting.
- Willingness to undertake and keep up to date all mandatory training, including safeguarding, moving and handling, medication, infection prevention and control, fire safety, first aid and the Oliver McGowan training on learning disability and autism.
- Experience of safe administration of medication, and willingness to be assessed as competent by the employer.

Other Requirements

- Right to work in the UK.
- Satisfactory enhanced DBS check (with barred list check as required for the role).
- Three satisfactory references, one from the most recent employer where the applicant has worked in a care setting.
- A full employment history, with any gaps explained.
- Ability to travel to service users' homes across the areas we cover (driving licence and access to a vehicle may be required depending on location of work).
- Willingness to take part in the on-call rota and to provide cover at short notice where reasonably required.

Desirable Criteria

Qualifications & Training

- Level 3 (or higher) Diploma / NVQ / QCF in Health and Social Care already held.
- Train the Trainer, Moving and Handling Trainer, or Medication Champion training.
- Additional training in dementia, end of life care, catheter or PEG care, or positive behaviour support.

Experience

- Previous experience in a senior, team leader or shift lead role.
- Experience carrying out spot checks, supervisions or competency observations.
- Experience of supporting children and young people (0–18) as well as adults.
- Experience working with older people, people with dementia, mental health needs, physical or sensory disabilities, or long-term conditions.
- Experience of supporting new starters through induction or shadowing.

Skills

- Ability to cook simple meals in line with dietary needs and preferences.
- Ability to contribute to care plan writing and reviews.
- Additional languages spoken by our service user community.

Acknowledgement

This job description is not exhaustive and may be reviewed and amended from time to time, in consultation with the postholder, to reflect the changing needs of the service.