

JOB DESCRIPTION

Position: Care Worker / Care Assistant

Reports to: Care Coordinator / Registered Manager

Purpose of Position

To support service users with their personal, social, and domestic needs in a way that respects their dignity, promotes independence, and enhances their quality of life. Care workers will help individuals remain safely and comfortably in their own homes and communities. Care provided is expected to be of a standard that a reasonable family member would give and will not include tasks that require a trained nurse. Only when specifically trained and authorised will specialist tasks be undertaken.

Principal Responsibilities

1. Personal Care

- 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.

2. Domestic Support

- Help maintain a clean, safe, and comfortable home environment in line with health and safety standards.
- Carry out basic household tasks such as cleaning, laundry, and bed making.
- Undertake essential shopping where directed.

3. Social and Emotional 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 maintain relationships with family, friends, and community.

4. Monitoring and Reporting

- Observe and promptly report any changes in a service user's physical or mental health, or their home environment, to the Care Coordinator / Manager.
- Maintain accurate and timely records of care delivered, in line with policies and care plans.
- Safeguard service users by reporting any concerns, incidents, or suspected abuse immediately in line with company policy.

5. Teamwork and Professional Practice

- Work collaboratively with colleagues, families, and professionals (e.g. community nurses, GPs, social workers) as part of a caring team.
- 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.

Decision-Making Authority

Care Workers are responsible for day-to-day decisions within the scope of their duties and care plans. Any concerns outside of this scope must be escalated to a supervisor or manager.

PERSON SPECIFICATION

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Essential Criteria

- **Values & Attitude**
 - A caring, compassionate, and respectful attitude towards others.
 - Commitment to promoting dignity, independence, and safeguarding of service users.
 - Reliability, honesty, and flexibility.
- **Knowledge & Understanding**
 - Awareness of the role and responsibilities of a care worker.
 - Understanding of confidentiality and data protection.
 - Basic awareness of health and safety in the workplace.
- **Skills & Abilities**
 - Good communication and listening skills.
 - Ability to follow care plans and instructions accurately.
 - Ability to record information clearly and accurately.
 - Ability to work independently and as part of a team.
 - Physically able to carry out the duties of the role (e.g. moving and handling, personal care).
- **Qualifications & Experience**
 - No formal qualifications required – full training will be provided.
 - Willingness to undertake the Care Certificate and mandatory training.
 - Experience of caring for others (paid, voluntary, or personal) desirable.
- **Other Requirements**
 - Right to work in the UK.
 - Satisfactory enhanced DBS check (with barred list check if required).
 - Two satisfactory references (one from most recent employer, if applicable).
 - Ability to travel to service users' homes (driving licence and access to a vehicle may be required depending on location of work).

Desirable Criteria

- **Qualifications & Training**
 - Level 2 (or higher) Diploma / NVQ / QCF in Health and Social Care.
 - Training in first aid, moving and handling, or medication administration.
- **Experience**
 - Previous experience in domiciliary care, residential care, or health and social care settings.
 - Experience working with older people, people with disabilities, or those with long-term conditions.
- **Skills**
 - Ability to cook simple meals.
 - Knowledge of safeguarding procedures and CQC Fundamental Standards.