

## **Live In Carer Job Description**

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- ◆ Live-in carers provide service to individuals within their own homes. Individuals who need assistance caring for themselves as a result of old age, sickness, disability and/or other inflections. Tasks may include assistance with the activities of daily living, housecleaning, laundry, meal preparation, transportation, companionship, nutrition, cleanliness and household duties.
- ◆ Live-in carers are responsible for ensuring that service is delivered in a caring and respectful manner, in accordance with relevant Agency policies and industry standards.

### **Working Schedule**

Erohealthcare operates a 3 monthly rota which is submitted to all staff at pre-determined dates in the year (please refer to the rota schedule).

Our 3 monthly rota includes a 2 weekly working pattern.

Your rota will run alongside the needs of the client in some cases 1 week on and 1 week off in other cases 2 weeks on and 2 weeks off. This will be confirmed before you start.

Live-in carers will be expected to live-in with the service user for a 24-hour period.

### **Reporting Relationship**

- ◆ Reports to Registered Manager.

### **Responsibilities/Activities:**

- ◆ Assist with the activities of daily living and personal care including:
 

- bathing	- shaving	- ambulation
- mouth care	- dressing	- exercise
- hair care	- feeding	- toileting
- nail care	- positioning	- medication reminding
- skin care	- transferring	- vital signs and Blood

Pressure

- ◆ Ensure the client's safety and security by supervising the home environment.
- ◆ Perform meal planning and preparation, routine housekeeping activities such as making/changing beds, dusting, vacuuming, washing floors, cleaning kitchen and bathroom, and laundry.
- ◆ Provide companionship including social interactions, conversations, emotional reassurance, and encouragement of activities that stimulate the mind.



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Supporting your care needs at home

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- ◆ Talk, listen, share experiences, play games/cards, read to service user etc.
- ◆ A company client to recreational and/or social events. Live-in carers must ensure before commencing work that their vehicle has business insurance in place.
- ◆ Assist with plans for visits and outings.
- ◆ Help keep service user in contact with family, friends, and the outside world.
- ◆ Provides respite care for families in accordance with care plans.
- ◆ Perform/assist with essential shopping/errands, which may include handling the client's money in accordance with the care plan and under the observation of the Registered Manager.
- ◆ Assist service user with following a written, special diet plan and reinforcement of diet maintenance, which is provided under the direction of a Physician and as identified on the care plan.
- ◆ Escort service user to medical facilities, errands, shopping, and outings as specified in the care plan.
- ◆ Assist service user with communication by writing or typing correspondence for them or researching information for them.
- ◆ Participate in the Care Team by providing input and making suggestions.
- ◆ Ensure service is delivered in accordance with all relevant policies, procedures, and practices.
- ◆ Monitor supplies and resources.
- ◆ Evaluate the program and make recommendations to it, as indicated.
- ◆ Follow the written care plan.
- ◆ Carry out duties as assigned by the Registered Manager.
- ◆ Observe service user and their environments and report unsafe conditions to the Registered Manager.
- ◆ Observe service user and their environments and report behaviour, physical and/or cognitive changes and/or changes in living arrangements to the Registered Manager.
- ◆ Complete and maintain records of daily activities, observations, and direct hours of service.
- ◆ Attend induction, in-house training sessions and staff meetings.
- ◆ Develop and maintain constructive and cooperative working relationships with others.
- ◆ Make decisions and solve problems.
- ◆ Communicate with the Registered Manager and co-workers.
- ◆ Observe, receive, and obtain information from relevant sources.
- ◆ Performs other duties as required.

### **Required Knowledge**

- ◆ Knowledge of personal care and home management skills.
- ◆ Knowledge of principles and processes for providing client and personal care services, including needs determinants, meeting quality standards and evaluation of client satisfaction.
- ◆ Knowledge of the English language.

- ◆ Knowledge of clerical procedures such as maintaining records and completing forms.

### **Required Skills/Abilities**

- ◆ The ability to competently assist service user with their activities of daily living.
- ◆ The ability to be aware of other people's reactions and understanding why they react as they do.
- ◆ The ability to establish and maintain relationships.
- ◆ The ability to teach others.
- ◆ The ability to listen actively and understand the spoken word.
- ◆ The ability to identify problems and determine effective solutions.
- ◆ The ability to apply reason and logic to identify strengths and weaknesses of possible solutions.
- ◆ The ability to monitor and assess themselves, service users and the effectiveness of the service.
- ◆ The ability to understand written and oral instructions.
- ◆ The ability to communicate information orally so others understand.
- ◆ The ability to communicate in writing so others understand.
- ◆ The ability to work independently and in cooperation with others.
- ◆ The ability to determine or recognise when something is likely to go wrong.
- ◆ The ability to perform activities that use the whole body.
- ◆ The ability to handle and move objects and people.
- ◆ The ability to observe and recognise changes in service users.
- ◆ The ability to establish and maintain harmonious relations with service users/families/co-workers.

### **Physical and Mental Demands:**

- ◆ Good physical and mental health.
- ◆ Physical ability to stand, walk, use hands and fingers, reach, stoop, kneel, crouch, talk, hear, and see.
- ◆ Mental fortitude and stability to handle stress.
- ◆ Physical and mental ability to drive a vehicle.

### **Qualifications/Education**

- ◆ National Vocation Qualification Level 2 (NVQ 2), Diploma Level 3 in Health and Social Care or working towards.
- ◆ Current driver's licence.
- ◆ Proper Vehicle Insurance Coverage.

### **Training/Experience:**

- ◆ May require related experience.
- ◆ On-the-job training for new activities.

### **Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes if required to do so, obtain, process and/or using information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed. Always maintain confidentiality unless data should be shared under the company confidentiality and information-sharing policy.

### **Health and Safety**

As an employee of Atlas Care Services, the post holder has a duty under the Health and Safety at Work Act 1974, to:

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work; and
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures, not intentionally or recklessly interfere with, or misuse, anything provided in the

### **Additional information**

A job description is not rigid but acts as a guide to the functions of the post holder. The list of duties and responsibilities is not exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as reasonably required. This job description should be read in conjunction with the care worker guide. This job description is subject to relevant review and appropriate modification.

### **Flexibility & Variation Clause**

From time-to-time temporary variations may be required in order to meet the business requirements in order for an employee to meet the requirements of the role. Due to a changeable service, it is necessary to build in flexibility throughout the workforce in order to meet the needs of service users and legislation as it is introduced.



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## **Management Charter**

The Customer comes first

- ◆ Work with colleagues across the business to deliver best possible customer service and outcomes
- ◆ Maintain a customer focus (internal and external) at all times.
- ◆ Understand and meet customer requirements (internal and external)
- ◆ Make decisions which focus on the impact to the customer (internal and external)
- ◆ Commit to developing positive relationships with customers
- ◆ Measure customer lead objectives (internal or external)

Involvement and Participation

- ◆ Believe that everyone makes a difference in service delivery, and value contribution from all stakeholders and staff.
- ◆ Influence people by sharing the organisation's inspiration and vision.
- ◆ Recognise the importance of essential communication and information sharing.
- ◆ Ensure everyone I supervise fully understands the business aims and objectives.
- ◆ Show that you can trust your team to perform their roles without undermining them.
- ◆ Give recognition of success and achievement

Support the development and promote positive conflict.

- ◆ Delegate tasks or responsibilities that develop without overstretching people.
- ◆ Correct poor performance at an individual, team or organisational level in a timely and respectful way.
- ◆ Be supportive to others when things get difficult.
- ◆ Allow for positive disagreements to emerge and be discussed openly.
- ◆ Debate hard and then adopt or support and implement the decisions.
- ◆ Identify talent and allow development within the business.
- ◆ Drive for outstanding performance through coaching and mentoring

Loyalty, Trust & Honesty

- ◆ Say and do the right thing even when it's difficult.
- ◆ Always take action when making a commitment.
- ◆ Maintain open and honest relationships including when constructive criticism is necessary to meet expected standards.
- ◆ Always maintain confidentiality when discussing service user, service users, corporate issues, staff, or other colleagues
- ◆ Never generally discuss staff or service users in a negative light
- ◆ Recognise that everyone has weaknesses as well as strengths and be open with team about yours.
- ◆ Always show loyalty to staff and service users

Exceed standards and Expectations.



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- ◆ Reflect on outcomes to identify and apply learning from success and failure.
- ◆ Strive to exceed quality and standards not just meet the minimum.
- ◆ Encourage people to be open to change.
- ◆ Take the best ideas and make them work.
- ◆ Continually develop my understanding of the health and social care sector and the opportunities it presents.
- ◆ Generate ground-breaking ideas which are ahead of customer needs.

Accountability, responsibility & leading by example.

- ◆ Take responsibility for issues and find effective resolutions.
- ◆ Be clear about what is your responsibilities and deliver on them.
- ◆ Don't be afraid to tackle obstacles that limit progress or ability to deliver.
- ◆ Share credit and take ownership of mistakes in equal measure.
- ◆ Demonstrate a willingness to take and support risks.
- ◆ Put in place realistic plans to deliver on business aims and objectives.

**I confirm I have read and understood this job description.**

**Name of post holder:**

Signature:

Date: