AVH Care Reviewed 20/05/2022 Review 20/05/23

**Values-Based Job Description and Person Specification**

For a Community Carer

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| **Role Details** | |
| **Job Title:** | Carer |
| **Reports to:** | Senior Carer/Line Manager |
| **Job Overview: (Note - In addition to these functions, employees are required to carry out such duties as may reasonably be required)** | * To provide care in accordance with best practice and legislative requirements, reflecting policies and procedures and agreed standards under the direction of the Senior Carer/Nurse * To support and enable service users to maintain skills and personal interests while delivering person-centred care unique to everyone * To maintain skills at a current level and undertake such training and development as required, from time-to-time, to maintain and progress knowledge |
| **Location:** | The service’s premises, but you may be required to work from other locations at the discretion of the company and with appropriate notice. |
| **Working Hours:** | 5 days over 7-day period, with varying shift patterns as agreed with the manager. |

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| **Responsibilities and Duties of the Job** | |
| **Role-specific Duties:** | The Carer’s responsibilities include but are not limited to the following:   * Ensure that service users are at the heart of care delivery and their wishes and preferences are taken into consideration to enhance their wellbeing * To contribute to the efficient running of the service * Support service users to maintain their relationships and connections with the local community * Ensure care plans and other information about how to support service users are followed * Be responsible for informing the Senior Carer/Nurse of any changes in the needs of service users * Be responsible for promoting and safeguarding the welfare of those individuals they support |

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| **Working with Others:** | * Develop effective working relationships with other employees within the service * Work in cooperation with members of the multidisciplinary teams to maximise opportunities for service users * If desired by the service user, maintain and develop relationships with their family, friends and other people important in their life |
| **Leading by Example:** | Other duties and responsibilities to be undertaken may include any (or all) of the items in the following list:   * Seek opportunities for personal and professional growth * Be a role model for other carers and be an ambassador for the service * Be professional, polite and reasonable at all times |
| **Personal and Professional Development:** | * Have a knowledge of, and work within, the Fundamental Standards * Understand the regulatory framework that governs the service, including the role of the CQC and its requirements * Commit to achieving the relevant qualifications commensurate with the role * Attend statutory training and any other training as directed by management * Understand and follow all policies and procedures relevant to the role * Be open to learning opportunities |

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| **Person Specification** |

***\*The selections for essential and desirable have been left intentionally blank for you to determine these.\****

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| **Specific Requirement for Qualifications** | **Essential** | **Desirable** |
| Good-written and verbal (if you have dyslexia this will not exclude you from this post, please inform the interviewer to allow AVH Care to support you) |  | **x** |
| Wishing to gain qualifications and experience in all aspects of Care | **x** |  |
| Taking part.in on-line training to gain the appropriate certificates | **x** |  |
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| **Specific Requirement for Skills** | **Essential** | **Desirable** |
| **Proficient Written Skills** |  |  |
| Maintain all care plans/care records in accordance with the service’s policy (support will be given if you have any reading or spelling difficulties) |  | X |
| **Leadership Skills** |  |  |
| Ability to induct and orientate new employees to the job role and service |  | X |
| Provide service users with support/assistance as they accomplish daily tasks, including bathing, eating, dressing, grooming and using the bathroom | X |  |
| Communicate any problems, concerns or changes to service users’ family members and Line Manager as needed | X |  |
| **Communication Skills** |  |  |
| Carers must build a rapport with service users by establishing personal connections and showing an interest in their lives | x |  |
| Carers must be able to communicate effectively with service users | **x** |  |
| Carers must have the communication skills to inform colleagues, management and professionals about the needs of service users | x |  |
| **Problem-solving Skills** |  |  |
| Carers need to be able to adapt to and address situations quickly | x |  |
| Plan, develop, implement and assess approaches to promote health and wellbeing, whilst recognising and reporting situations where there might be a need for protection (Training will be given to recognise protection needs before serving in the community) | X |  |

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| **Specific Requirement for Skills** | **Essential** | **Desirable** |
| **Disposition/Personal Attributes** |  |  |
| Willingness to attend all staff meetings | x |  |
| Willingness to attend Supervision/Appraisal with your Line Manager | x |  |
| Report bad practice, abuse of any kind and deviation for the Service User’s Care Plan. (Training will be given before you work in the community to recognise Abuse and Bad Practice) | x |  |
| Report the need for Risk Assessments if you feel the Service User or any visitors are at risk immediately to your Line Manager (Training will Be given before you work in the community) | x |  |

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| **Specific Requirement for Previous Experience** | **Essential** | **Desirable** |
| Previous experience of working in a similar environment |  | x |
| Previous experience of working in a similar role |  | x |
| Experience of working with service users, in particular, those that may have additional support needs |  | x |
| You MUST be willing to allow The Deep Enhanced Disclosure and Barring Service to look at Police Records or Barring form Vulnerable group of people. Depending on the offence may not exclude you from being or becoming a carer | x |  |
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| **Specific Requirement for Immunisations/Vaccinations** | **Essential** | **Desirable** |
| Covid19 |  | x |
| Yearly Flu Jabs |  | x |
| Tetanus |  | x |

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| **Values-based Personal Qualities** |

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| **Area** | **Specific Requirement-Training will be given on all aspects** |
| **Working Together** | * Involve service users, families, external agencies and colleagues * Speak up when things go wrong |
| **Respect and Dignity** | * Understand person-centred care and can demonstrate treating people as individuals and respecting choices * Promoting independence and encouraging appropriate risk taking |
| **Everybody Counts** | * Ensuring no one is discriminated against or excluded * Understand human rights and impact on care delivery * Facilitating people to ‘speak up’ about concerns and acting upon them |
| **Commitment to Quality of Care** | * Striving for quality in everything we do recognising and understanding what quality in care means for people using the services * Being accepting about criticism and focusing on improvement * Being open to new opportunities for learning and identifying the limits of skills and knowledge |
| **Compassion** | * Treating people with kindness * Understanding the importance of empathy in all areas of employment * Understanding the values of others and always providing a caring service |
| **Improving Lives** | * Focus on how things could be done better and sharing ideas * Understanding of wellbeing and what is important to people using the service * Improving outcomes for people * Ensuring appropriate services are provided for people using the services |

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| **Principles and Values** |

**Principles and Values for AVH Care**

**We are committed to supporting all Service Users so that they can continue their lives with dignity and independence and be participating members of their own communities. AVH Care is committed to meeting the needs of those people entrusted to our care. We will ensure that Service Users are able to live the lives they choose and AVH Care will support them to remain independent in their own homes.**

**All people who are supported by and work at AVH Care and those who care for them will be treated with dignity and respect. We aim to offer skilled Care to enable Service Users to achieve their optimum state of health and well-being. We uphold the human and citizenship rights of all those we provide Care to and those who work for AVH Care. Individual choice and personal decision-making are the right of all Service Users, and this right will be supported by all people who work for AVH Care. The right of independence will be respected and encouraged for all Service Users. The individual uniqueness of Service Users will be recognised and valued, and we will reflect this in our Care Plans and how we listen and respond to Service Users.**

**The individual requirement for privacy will be respected always and all information relating to individuals will be treated in a confidential manner. We recognise the individual need for personal fulfilment and aim to support Service Users to identify activities that are meaningful to them.**

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| **The Aims, Objectives and Philosophy of Care at AVH Care** |

**To provide high quality care to the local population and beyond, meeting individual needs in a safe, caring, effective and responsive environment by a well-led workforce with the skills, knowledge and resource to meet the highest standards. Our aims are:**

**1. To deliver quality care based on the needs of our Service Users**

**2. To treat all Service Users equally whilst valuing their differences and respecting their human rights**

**3. To safeguard Service Users from all forms of abuse whilst respecting their decisions**

**4. To provide access to information through a range of formats and aids including advocacy where required**

**5. To involve Service Users seeking feedback including complaints, compliments and ideas to improve the service**

**6. To ensure we recruit and retain the right staff and maintain and improve their skills through the right training**

**7. To act immediately to understand, respond to and learn from incidents through established systems**

**8. To deliver compassionate Care that promotes Service User's dignity, respecting their needs, wishes and expectations**

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| **You, Your Contribution** |

**You are a key member of our organisation. It is through your commitment and expertise for people who use the services at AVH Care can continue their life with the maximum of dignity and independence. AVH Care would like you to have the freedom to respond to the wishes of the Service User. However, it is important always to recognise that you have a professional relationship with the Service User, and you should always speak to your supervisor or manager to ensure you are working safely and within professional boundaries.**

**In your position within AVH Care, you must negotiate a delicate balance between being supportive to the Service User and your professional context. You must always be aware that you support the Service User in a professional and paid capacity. This will mean that you must engage in activities with a Service User in a reflective manner. It will be**

**important for you as an individual worker to be able to understand when you may be crossing the boundary of professional good practice. This is not easy. We recommend that you talk to your supervisor or manager in charge if you have any doubts in this area. You can always speak to Ms Stephanie Vaughan if you have concerns.**

**Safeguarding and Wellbeing**

**You should always act in such a way as to promote and safeguard the wellbeing and interests of the Service User. You must also avoid any act that might bring the organisation into disrepute or diminish the public’s confidence in AVH Care. You must act with honesty, integrity and respect for Service Users and their property.**

**Workers must, always, safeguard the wellbeing of the Service User, themselves and their colleagues. When caring for a new Service User, when their care needs change, when carrying out new procedures, or using new materials or equipment, a risk assessment must be undertaken and in place. If in doubt as to whether a risk assessment has been carried out, you must discuss the matter with Ms Stephanie Vaughan. In cases whereby, an assessment has already been carried out, the Manager will inform you of the identified risks and the methods of controlling those risks. Where a risk assessment has not been carried out, the Manager will either prohibit the un-assessed activity or carry out a risk assessment and tell you of the identified risks and the methods of controlling those risks.**

**When working within the team, you must act professionally towards colleagues and other professionals and indeed all concerned with wellbeing of the Service User/s. When Care Workers feel that another worker is acting in such a way as to threaten the wellbeing of a Service User, they can discuss the matter with the person in charge.**

**Code of Conduct**

**You are required to comply with the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers. A copy of the Code has been issued to you on your employment. You are accountable and responsible for ensuring that you understand and follow the Code of Conduct as a social care worker. If you are employed as a Registered Nurse, you will be expected to comply with the NMC Code and ensure you retain your professional registration.**

**Complaints**

**If you receive a complaint from a Service User, you must inform the Service User of the Complaints Policy and Procedure and notify Ms Stephanie Vaughan immediately. The member of staff responsible for handling complaints at AVH Care is**

**The Registered Manager - Stephanie Vaughan.**

**Escalating Concerns**

**All employees have a responsibility to report to their manager regarding any changes in the physical, behavioural or social condition of the Service User, to any perceived lack of resources, help or advice, or any action by persons or organisations which may be harmful to the Service User. You should also report any refusal of care or any time you are unable to deliver Care as planned. You must ensure you read the Safeguarding Policy, the Child Protection Policy and the Whistleblowing Policy for AVH Care on the QCS Online Management System or via the QCS App and NHS Abuse app.**

A picture containing text, outdoor, screenshot

Description automatically generated**Directions to AVH Care Office by using your smart camara or Enter EX39 3BT On Your Phone You can also phone us for directions on 01237 425425**