

Job title	Supporter / Carer
Location	Dundee and surrounding areas
Responsible to	Registered Manager
Responsible for	Not applicable
Hours of work	As per individual agreement / contract
Holiday entitlement	6 weeks (pro rata), no fixed dates

JOB PURPOSE

TayCare aims to provide quality care and support services to older people in their own homes, in ways they prefer and are comfortable with.

The services you provide on behalf of TayCare will help older people stay independent as much and as long as possible, ensuring that they feel respected and cared for. Our services will also benefit any family or other carers working to help older people stay in their homes.

You will also help TayCare to encourage all clients and their families or other carers to become actively involved in helping to shape the current and future services provided to them and others.

KEY RESPONSIBILITIES

- Support individuals in their own homes
- Work to the principles of the Health & Social Care Standards and TayCare policies, procedures and ways of working
- Reliably attend all shifts allocated, including being on time for all appointments as scheduled
- Complete all necessary documentation, fully and accurately
- Maintain confidentiality of clients, colleagues and TayCare
- Assist senior colleagues as requested

MAIN DUTIES

You will help TayCare:

1. ensure our clients get what they need, in the way that they want, by:

- 1.1 Undertaking any care and support provision, including domestic duties, identified in the client's personal care plan
- 1.2 Identifying and alerting the Duty Coordinator to any significant change in the health, welfare, capabilities or support system of the client
- 1.3 Following instructions and guidance contained in the client's care plan
- 1.4 Acting in accordance with appropriate organisational policies at all times

- 1.5 Having knowledge of, and understanding your role in, support and protection of vulnerable adults and safeguarding of children, ensuring you identify, report and address any relevant issues appropriately.
- 1.6 Alerting the Duty Coordinator, or if more appropriate the Service Manager or Director, immediately if you have concerns regarding the conduct or capability of a colleague or service partner
- 1.7 Liaising with service partners regarding the daily needs of clients, as appropriate, submitting any appropriate request to the Duty Coordinator and ensuring that the client's care plan is updated accordingly
- 1.8 Maintaining accurate and complete records as required, alerting the Duty Coordinator, or where more appropriate the Service Manager, if any errors/omissions are identified

Carers only

- 1.9 Acting as the key worker for designated clients, as agreed with the Service Manager
- 1.10 Administering medication as specified in the client's care plan, following the appropriate policies and procedures at all times, and only where appropriately trained and authorised to do so

2. provide a reliable service, by:

- 2.1 Informing TayCare immediately of any change in your contact, qualifications or convictions details
- 2.2 Making yourself available for work within the range and general timings agreed and reviewed with the Service Manager on a regular basis
- 2.3 Making yourself available for work outwith agreed timings on an emergency basis

3. focus on the needs and wishes of clients at all times, by:

- 3.1 Fully engaging the client (and where appropriate others present in their homes) in service delivery, appropriate to their level of health, welfare, capabilities and understanding, as outlined in the client's care plan
- 3.2 Ensuring that during all visits you discuss immediate needs and services to be undertaken with the client, appropriate to their level of health, welfare, capabilities and understanding, as outlined in the client's care plan

4. maintain positive partnerships with clients, their families and/or advocates, by:

- 4.1 Ensuring that at all times you maintain the confidentiality of clients, your colleagues and of TayCare (except where there is risk of harm to a vulnerable person or other lawful need for disclosure)
- 4.2 Reporting any feedback received, addressing any minor complaints immediately
- 4.3 Acting in accordance with the ethos and values of TayCare at all times
- 4.4 Effectively communicating with clients, their families and with care partners

5. engage in our communities and our sector, by:

- 5.1 Assisting with fundraising efforts on behalf of our client group or related organisations/causes, as agreed with the Service Manager
- 5.2 Contributing to the positive community relations of TayCare
- 5.3 Presenting a positive image of TayCare at all times
- 5.4 Promoting the services offered by TayCare whenever possible

6. use our time and money well, so we can ensure fair costs for clients, by:

- 6.1 Using the resources of TayCare and clients efficiently at all times
- 6.2 Ensuring timesheets and expense records are fully completed, on time

- 6.3 Submitting claims accurately and honestly for hours worked and expenses incurred
- 6.4 Returning items and repaying appropriate funds to TayCare as and when requested

7. manage our services efficiently, effectively and responsively, by:

- 7.1 Having knowledge of and understanding your role in health and safety matters, relating to yourself, your colleagues and others, ensuring you identify, report and address any health and safety issues appropriately
- 7.2 Reporting any accidents, incidents or near-misses, applying corrective measures immediately where appropriate
- 7.3 Adhering to all relevant Infection Prevention & Control procedures and guidelines, at all times
- 7.4 Contributing to regular staff surveys, giving honest input and offering suggestions and insights as appropriate
- 7.5 Assisting with the quality assurance activities of TayCare, as required by the Service Manager
- 7.6 Contributing to any service development and continuous improvement activities, as requested
- 7.7 Contributing to any regulatory activities, as required

8. support, encourage and develop our staff to deliver the highest possible standards of quality, by:

- 8.1 Contributing to the innovation, ideas and learning programme of TayCare
- 8.2 Buddying Supporters and/or Carers, as agreed with the Service Manager
- 8.3 Undertaking all training identified and agreed in your learning and development plan
- 8.4 Gaining and maintaining professional registration, within timescales agreed with the Service Manager, as appropriate

Carers only

- 8.5 Providing on-the-job training to Supporters and/or Carers, both as part of planned development programmes as agreed with the Service Manager and in general as appropriate opportunities arise

This statement of duties is indicative of the nature and level of responsibility of the post, but is not exhaustive. To enable TayCare to fulfil its duties and functions in relation to both clients and staff the job holder will be expected to undertake any other duty that they are reasonably requested to, providing that they are competent to do so.

This job description was authorised in August 2020 and will be reviewed regularly as part of individual and organisational development and performance review, and may be subject to variation.

The above Job Description is accepted as a framework of the job holder's duties with TayCare at Home Limited:

JOB HOLDER

PRINT NAME

SIGN

DATE

MANAGER

PRINT NAME

SIGN

DATE