

JOB DESCRIPTION AND PERSON SPECIFICATION



TITLE OF POST:	CARE WORKER	REF:	CW/JDPS/11/24
SALARY:	NMW / LLW (Tier 1,2,3)	FT/PT	HOURLY
ANNUAL LEAVE:	28 DAYS (pro rata)		
RESPONSIBLE TO:	REGISTERED MANAGER		
RESPONSIBLE FOR:	SHIFA HEALTH & SOCIAL CARE		
LOCATION:	TOWER HAMLETS		

COMPANY BACKGROUND

Shifa Health & Social Care aims to provide compassionate care and support for people who cannot wholly look after themselves in line with their care and support needs as defined by and usually assessed by the Local Authority under the Care Act 2014.

Our care and support could involve both regulated activity under the heading of personal care as defined by the Health and Social Care Act 2008 and unregulated activity in the form of day opportunities help with general household activities such as cleaning and tidying, shopping or help with shopping, escorting to engagements and appointments, companionship and respite "sitting" services.

We are renowned in the care sector for providing quality support workers and care assistants. We are a local provider working in partnership with local authorities and Clinical Commissioning Group (CCG) and private clients. Our range of services are designed to meet the needs of the older adults and children who need to be cared for in their homes and in the community.

We are passionate about improving the lives of people by delivering the highest standard of care that enables people to live independently in their own homes. Our care is not only designed to meet clients physical challenge, but also their spiritual, emotional, and other needs.

JOB DESCRIPTION (Home Care)

Area:

Under the direction of the Registered Manager, assist in the provision of a range of domiciliary services to children and adult within their own homes, that meets national Minimum Standards for Domiciliary Care. To manage the day-to-day service to service users, within locality, meeting policy objectives and statutory requirements. This will include the provision of:

- Assist clients with personal care tasks, such as washing, dressing, eating and toileting.

Release Date:	5/11/24	Ref.:	CW/JDPS/11/24	Reviewed by:	CEO	Approved by:	BD
Title:	Care Worker Job Description & Person Specification					Next Review:	31/3/26

- Perform light housekeeping tasks, such as dusting, vacuuming and changing bed clothes.
- Assist in the safe lifting, transferring, repositioning and movement of clients.
- Accompany clients to medical appointments.
- Observe, monitor and record clients' physical and emotional well-being, and promptly report any changes to senior staff.
- Encourage clients to participate in social and recreational activities.

Objectives of this role:

- Help clients remain engaged and enriched – mentally, physically, socially, and emotionally – with required assistance
- Perform assigned duties in an accurate and timely manner, and demonstrate flexibility in meeting the needs of clients
- Safeguard clients by observing their interactions, procedures, and activities
- Be aware of and sensitive to each client's pain, mobility, and fragility, and approach every interaction with compassion
- Adhere to company standards, policies, and procedures, as well as legal rules and regulations

Responsibilities

- Assist clients with personal activities such as bathing, oral hygiene, preparing and consuming meals.
- Help clients move around safely.
- Report to a supervisor or case coordinator any changes in a client's physical condition, behaviour, or appearance.
- Solve routine client problems, promote healthy lifestyle habits, and provide general companionship and advice.
- Document the services delivered to clients, in accordance with company policies and procedures.

Preferred skills and qualifications

- Experience in caring for people who have learning disabilities, Autism, dementia or Alzheimer's disease.
- Ability to communicate in more than one language.
- Professional certification such as Skills for Care, Care Certificate

Main duties, responsibilities, and accountabilities:

- Working with other members of the administrative team to ensure high quality service provision.
- Maintaining a good level of communication with all relevant parties involved in the provision of service users' care.
- Provision of on-call service outside normal working hours and maintain a detailed log of all on-call activity.
- Prepared to go out on care calls when required whether as part of a package or in an emergency.

Release Date: 5/11/24	Ref.: CW/JDPS/11/24	Reviewed by: CEO	Approved by: BD
Title:	Care Worker Job Description & Person Specification		Next Review: 31/3/26

- To contribute to the development of Home Care monitoring program based on risk assessment.
- To ensure that monitoring takes full account of concerns, complaints, compliments and feedback from service users and their representatives and from social work and reviewing staff.
- To liaise with Social Worker/Social Work Team about concerns relating to individual service users.
- To bring any concerns about service provision, including any possible breaches or abuse of service users, to the immediate attention to the registered managers.
- To ensure that all statutory training requirements are met.
- Helping line manager and frontline staff to solve any problems, either on a one-to-one basis or in group.
- Keeping up to date with developments regarding disability issues and national current legislation in training by reading relevant journals, going to meetings, and attending relevant seminar and exhibitions.
- Implementing new ideas regarding effective day to day record keeping by staff and learners.
- To carry out the duties within the care plan, policies, guidelines, and procedures.
- To undertake the duties of a key worker by developing a professional relationship with an identified group of service users and their families performing the tasks expected of a link key worker.
- As part of the person-centred approach to have the responsibility to consult key clients when organising and attending reviews and ensuring that the review recommendations are carried out by the service user, their family, and the whole staff team/other professionals.
- Assist with the assessment of the needs of individual service users in conjunction with project's senior staffs and to assist with the planning of achievements and goals, based on the use of resources, both in the Centre and in the wider community.
- To attend meetings as required.
- To record information to enable the preparation of reports on service users for review, assessments etc.
- To establish individual service user's person-centred plan, health action plan and personalization development in conjunction with relevant people such as local authority/family/friends/health professional etc.

In addition to the duties outlined the post holder **MUST**:

- Have working knowledge and experience of the client group (learning disabilities).
- Have knowledge of working with mixed ability groups.
- Have knowledge of running and participating in sessions such as communication, practical activities, computing etc.
- Be able to support a group of service users out in the community.
- Direct experience of providing personal care, feeding.
- To undertake such other duties and training as may be reasonably required and which are consistent with the general level of responsibility of this job.

Notes:

Release Date: 5/11/24	Ref.: CW/JDPS/11/24	Reviewed by: CEO	Approved by: BD
Title:	Care Worker Job Description & Person Specification		Next Review: 31/3/26

The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the organisation's Equal Opportunities Policy.

This job description is not exhaustive, and

PERSON SPECIFICATION (QUALIFICATIONS & EXPERIENCE)

Person specification – essential criteria

The following personal attributes are considered essential to the post of care worker. The job holder must be:

- self-motivated
- organised
- caring
- flexible in terms of availability, working hours, adaptability.
- sensitive to the needs of others and to the needs of vulnerable people
- an active team player but also able to work on own initiative.
- a good communicator
- able to follow care planning requirements and instructions.
- complete Care Certificate within 3-month period

enrol for QCF/RFQ level 2 after 1 year.

Person specification – desirable criteria

The job holder must:

- have previous experience of care work.
- have their own transport.
- have knowledge of local neighbourhoods.

All staffs are required to respect the confidentiality of all matters that they might learn in the course of their employment. All staffs are expected to respect the requirements under the Data Protection Act 2018 and GDPR

All staffs must ensure that they are aware of their responsibilities under the Health and Safety at Work, etc Act 1974.

PEOPLE AND LEARNING

- Acts as a role model to staff, setting a clear agenda for the service, contributing a sense of common purpose.
- Keeps up to date with developments in social care, education, health, and other relevant legislation; disseminates information to staff and encourages continuing professional and career development in staff.
- Ensures all employees and volunteers undertake relevant/required/regulatory learning and development to meet the needs of their service users and to comply with prevailing policy and procedures

Release Date:	5/11/24	Ref.:	CW/JDPS/11/24	Reviewed by:	CEO	Approved by:	BD
Title:	Care Worker Job Description & Person Specification					Next Review:	31/3/26

SERVICE QUALITY AND EFFECTIVENESS

- Proactively seeks opportunities to improve the effectiveness and quality of the service delivery to achieve better outcomes for clients.
- Promotes a culture of safe and effective services.
Promotes a culture of continuous development and learning.

EQUALITY AND DIVERSITY

- Is proactive in promoting equality and diversity matters; monitoring compliance to legislation, policy, and practice in all aspects of the project operations and encourage full engagement on such issues by staff, workers, and volunteers.
- Promote good practice in equality and diversity in all working.

BENEFITS

- Competitive salary, based on experience
- Career progression
- Supportive & nurturing work culture

OTHER

- To undertake such other duties and training as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To work flexible hours when necessary to carry out the job.
- To monitor front line staff timetable and maintain record of attendance.
- To undertake any other duties and responsibilities as may be required to reflect the evolving nature of the service.

Notes:

The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the organisation's Equal Opportunities Policy.

This job description is not exhaustive, and amendments and additions may be required in the line with future changes in policy.

This Job Description and Person Specification reflect the duties of the post as they exist currently. The post-holder may be required to undertake other duties commensurate with the salary and competence requirements of this post from time to time as required.

I (name of the post holder) have received this job description and have read and fully understood the duties and responsibilities involved for the

Release Date:	5/11/24	Ref.:	CW/JDPS/11/24	Reviewed by:	CEO	Approved by:	BD
Title:	Care Worker Job Description & Person Specification					Next Review:	31/3/26

JOB DESCRIPTION AND PERSON SPECIFICATION



post for Shifa Health & Social Care - which I am employed and I agree that I will perform my duties as specified in this job description.

SignatureDate

This job description has been agreed for the post of Care Worker for Shifa Health & Social Care and adopted by the SHSC Management.

Name Date

Signature

Release Date:	5/11/24	Ref.:	CW/JDPS/11/24	Reviewed by:	CEO	Approved by:	BD
Title:	Care Worker Job Description & Person Specification					Next Review:	31/3/26