

LONDON BOROUGH OF HACKNEY



POST TITLE: Care Worker

DIRECTORATE: Adult Social Care Operations

SERVICE: Extra Care Service

GRADE: Scale 3

LOCATION: Within the London Borough of Hackney

RESPONSIBLE TO: Team Leader

RESPONSIBLE FOR: N/A

PURPOSE OF THE JOB:

To provide person-centred care and support to adults with social care support needs to ensure that they live as independent lives as possible in the community. The post holder will engage with service users and build trusting therapeutic relationships whilst working with them in their own homes within an Extra Care setting.

As part of a structured approach, the post holder will provide personal care and practical and emotional support in line with the service user's personalised care plan. The post holder will work closely with families, other professionals and agencies to provide a coordinated service which meets the identified needs of the service user.

MAIN AREAS OF RESPONSIBILITY:

The post holder will have lead responsibility and accountability for the following:

- To support individuals with their personal care, activities of daily living and completion of specific care programmes.
- To provide high-quality care to service users from a variety of cultural and ethnic backgrounds.
- To ensure that records relating to a service user's care within the Housing with Care scheme are properly maintained and that consistent standards of confidentiality are upheld.

- To undertake administration and maintain all records using electronic information technology as directed
- To escort service users to appointments and activities within their agreed outcome-focused support plan, which may extend beyond the borough (with agreement from the Supervisor)
- To support the physical, social and emotional needs of the service users as agreed in their support plan and to promote independence and enhance their living skills.
- To support service users using person-centred approaches to maintain a high standard of personal hygiene and physical appearance in a sensitive and dignified manner
- To respect the service user's right to privacy and ensure their dignity and privacy are maintained at all times.
- To prompt, involve and encourage service users to manage their own personal care programmes to promote independence.
- To be vigilant of any safeguarding issues and report any incidents or evidence which may constitute abuse of a vulnerable person.
- To prompt and supervise taking medication as agreed by the service user's GP.
- To liaise with the appropriate person who manages service users' monies, supporting, enabling and empowering users to make choices and decisions about spending money.
- To assist service users in the purchase, preparation, cooking and serving of food according to their appropriate cultural, religious and dietary requirements
- To ensure that procedures and practices which promote a system of quality care and support are adhered to, and that all health and safety and risk management have been assessed.
- To ensure that the service user's accommodation is maintained to high levels of cleanliness and support the service users to complete household tasks and keep their accommodation clean.
- To assist service users in the purchase, preparation, cooking and serving of food according to their appropriate cultural, religious and dietary requirements.
- To contribute to the overall assessment of the service user's needs.
- To work on the personalised care plan in conjunction with other team members, ensuring service users' needs, strengths, interests and goals are identified and realised.

- To participate in reviews and family meetings, ensuring service users' views and wishes are listened to, and their care programmes are adapted with the supervisor to meet the identified needs and wishes.
- To keep regular contact with other professionals and carers/relatives, including other agencies, general practitioners, nurses, Meals on Wheels and day centres and where appropriate, inform them of significant events and changes concerning the service user, ensuring users are also kept informed about anything that affects them.
- To act as a key worker for named individuals
- To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to the Supervisor and relevant agencies.
- To be responsible, with direction from the supervisor, for achieving agreed service outcomes and best professional practice
- To record and account for all expenditure
- To assist in the induction of new care workers
- To participate in regular supervision and the review of performance
- To participate in training and development
- To assist in the induction of new Care Workers, including agency staff
- To comply with Health and Safety legislation
- To co-operate in any investigation as and when required and to notify managers of service user complaints regarding service provision.
- To work flexibly within 7-day/24-hour rolling rotas and to attend team meetings.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

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SKILLS AND ABILITIES:

- Ability to participate in the care planning process to ensure plans are meaningful and relevant to people's lives and are fully implemented, and followed through, with a person-centred approach.
- Ability to support service users emotionally as well as physically, recognising their needs sensitively and confidentially.
- Ability to involve and encourage service users in their own care support programmes to promote independence.
- Able to contribute to risk assessments and work within agreed guidelines.
- Able to identify signs of potential abuse and report safeguarding concerns
- Able to support service users to maintain the best possible health and wellbeing, including arranging medical appointments and supporting in the administration of medication.
- Ability to undertake personal care tasks in a way that is responsive to users' needs, to a high standard, maintaining dignity and respect
- Able to physically support service users with mobilising, including pushing wheelchairs and the use of hoists and other mobility aids
- Able to assist service users in the purchase, preparation, cooking, serving and eating food and drink, giving the level of support in accordance with the need.

- Able to undertake domestic tasks, ensuring a clean and welcoming environment.
- Ability to escort users to attend activities and appointments in the wider community and engage in social activities both within and outside the schemes.
- Able to converse at ease with service users and members of the public and provide advice in accurate spoken English
- Ability to record information in a structured and content-relevant way to its purpose, i.e. formulate care plans in a way that is meaningful to users and helpful to colleagues
- Ability to write clear and factual care notes/reports and follow written care and service plans.
- Able to use IT software and devices to record information
- Able to account for and record expenditure
- Able to model good practice in relation to anti-discrimination and the implementation of equal opportunities for users and staff
- Able to work within the Borough's policies and procedures and implement them in practice
- Able to reflect on and critically evaluate own performance, learning from experience and amending practice as a result
- Able to take responsibility and resolve problems as a team member
- Able to work both under direction and to be self-motivated in prioritising own work to meet the aims of the service
- Ability to work in an organised and systematic way, working to deadlines and coping under pressure
- Able to support agency workers in ways which develop their competence and confidence in the absence of team leaders
- Able to work in partnership with a wide range of professionals, liaise and consult with relatives, other key agencies and with other staff members, listening to and responding appropriately to service users' wishes and needs
- Awareness of safeguarding vulnerable adults and willingness to report any incidents or information which may be a safeguarding concern to protect service users from abuse.
- Ability to understand and work to service and departmental standards

- Ability to demonstrate a professional manner which invites confidence from service users, staff, colleagues and professionals.
- Demonstrate a commitment to the Council's core values of public services, quality, equality and empowerment.
- Contribute and be an active team member within a diverse team
- Organise work within a framework of supervision but without direct supervision in the service users' homes
- Represent the service professionally, instilling confidence in service users, staff, colleagues, other professionals and external agencies
- Demonstrate a commitment to the Council's core values of public services, quality, equality and empowerment.

KNOWLEDGE AND EXPERIENCE:

- Experience of providing care and support to older people and people with disabilities/age-related frailties/mental health support needs within a social care setting
- Knowledge and understanding of the needs of adults with social care and health support needs (both physical and mental) and of ways in which these needs can be met that are appropriate, culturally sensitive, supportive and empowering.
- Knowledge of the ageing process, of disabilities and how they affect people in daily living.
- Experience of working in a person-centred way and supporting service users to achieve desired outcomes.
- Experience of working with risk management guidelines and of taking actions to minimise risk in the least restrictive way possible.
- Experience of working with vulnerable people from a variety of backgrounds and preferences, and knowledge of ways to promote anti-discriminatory practices
- Experience of maintaining good relations with service users, families, colleagues and professionals both within the organisation and from external organisations.
- Knowledge of the Dignity Code and the requirement to treat service users with utmost dignity and respect in all interactions with them.

- Knowledge of safeguarding adult procedures and willingness to report any incidents or information which may be a safeguarding concern to protect service users from abuse.
- Knowledge of Care Quality Commission requirements
- Knowledge of the Care Act 2014 and of relevant Health and Safety legislation, in particular moving and handling people and preparation of food regulations
- Experience in using IT systems for word processing and email functions

QUALIFICATIONS:

- A current Enhanced Disclosure and Barring Service check
- Minimum of Level 3 award, or equivalent, in Social Care/Health & Social Care

CIRCUMSTANCES:

- The post holder must be able to work flexibly, including shifts as allocated across the 7-day-a-week rota.
- A current Enhanced Disclosure and Barring Service (DBS) check

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