



Job Description – Carer Support Worker

Ribble Valley Crossroads Care provides support to carers and people with care needs 24 hours a day, 365 days a year. A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

Staff will be encouraged and supported to see their work in terms of helping people to achieve their goals and desired outcomes and not just to perform the prescribed tasks. The job description is a broad description of the duties a Carer Support Worker will be expected to perform with some examples given for what the main duties actually involve. The exact duties to be carried out for each person with care needs are not limited to those examples; these will be agreed with a senior member of staff before the Carer Support Worker begins providing support and will then be set out in a care plan. Comprehensive induction training will be provided. Staff will not work unsupervised until induction has been successfully completed.

The Carer Support Worker's working pattern will be agreed between them and a senior member of staff.

Job title: Carer Support Worker

Location: The Carer Support Worker will work in the service user's home and will need to drive between service user's homes and the office in Clitheroe as needed.

Responsible to: Senior Care Practitioners/Registered Manager

Main aims of the post

- To provide support to carers and people with care needs including emotional support.
- To provide personal care.
- To carry out domestic tasks.

Duties to include

1. To assist with personal hygiene, for example helping the person with care needs to have a bath or shower, to go to the toilet or to care for their skin or hair.
2. To assist with dressing / undressing, choice of clothes and personal appearance.
3. To support the person with care needs with their medication.
4. To assist with mobility including use of wheelchairs, hoists etc

5. To assist with a therapeutic programme designed by a medical professional.
6. To provide emotional support, companionship and a safe environment for those in need of supervision and help.
7. To carry out basic first aid and summon emergency services.
8. To report any concerns about abuse or the welfare or safety of any adult or child there is contact with at work to a line manager / nominated person / person on call.
9. To undertake specialised tasks as agreed and after appropriate training, for example, administration of medication by specialised techniques
10. To support the person with care needs with activities outside their home, for example community activities, shopping or attending medical appointments.
11. To provide support with organised group activities for people with care needs.
12. To prepare meals and drinks and provide assistance with eating / drinking.
13. To help clean the home for example: washing up, vacuuming, cleaning the bathroom and doing laundry.

Health and safety

14. To implement, operate and maintain safe systems of work in accordance with Crossroads Care policies, procedures and guidance, training and associated risk assessments.
15. To report to your manager any situations or issues for concern relating to significant foreseeable risks, incidents (including near misses) and / or accidents which give cause for concern in relation to safe systems of work (affecting your own health and safety or that of others affected by your work activities).

General

- To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
- To work at all times within the philosophy and policies of Crossroads Care.
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that Equal Opportunity principles are applied at all times.
- To undertake any other duties that may be considered commensurate with the level of the post.
- To ensure that all confidential information both verbal and written is handled in the correct manner as per policies, procedures and guidelines.
- To work with the care team leader and manager to ensure compliance with relevant regulatory requirements, Carers Trust Quality Award and PQASSO.
- By precept and example promote respect and inclusion for disabled people.
- Encourage recognition of the needs of carers generally.
- Maintain and develop positive relationships with care commissioners, families and staff.
- Promote the Charity in building rapport and trust with carers we work for other agencies and also the wider public.
- To follow Crossroads Care Code of Conduct.

Person Specification

Essential	Desirable
	Experience <ul style="list-style-type: none"> • Experience of providing care. • Experience of working with vulnerable adults and / or children.
Qualifications <ul style="list-style-type: none"> • Commitment to undertake The Care Certificate • Commitment to undertake Health and Social Care Diploma level 2 within two years of appointment. 	<ul style="list-style-type: none"> • Health and Social Care NVQs level 2 or 3 / Health and Social Care Diploma level 2 or 3. • The Care Certificate
Skills and abilities <ul style="list-style-type: none"> • Able to develop good working relationships with carers and people with care needs while maintaining appropriate personal boundaries. • Able to work independently and take initiative while working within Crossroads Care policies, procedures, guidance. • Able to demonstrate care and respect for vulnerable adults and children. • Able to demonstrate good verbal and written communication skills. 	
Knowledge <ul style="list-style-type: none"> • Understanding of the importance of confidentiality. 	<ul style="list-style-type: none"> • Understanding of the needs of carers.
Other <ul style="list-style-type: none"> • To be committed to safeguarding and promoting the welfare of vulnerable adults and children. • Able to work in the area covered in a time and cost effective manner. Drivers will only be permitted to carry service users if they have held a driving licence for at least one year and have no more than six points on their licence. • Applicants must be willing to undergo screening appropriate to the post, including checks with past employers and the Criminal Records Bureau. • Must be a car driver with access to a car. 	