

Job Title: Carer	
Reports To: Team Leader	Reporting to Job Holder: Not Applicable
Overall Purpose: To provide high quality, person centred care services to customers which meets their individual personal, social and emotional needs and which promotes and encourages individual customer's independence, dignity and choice within their home or a residential or day care environment.	
Principle Accountabilities: <u>Planning and Organising</u> <ul style="list-style-type: none">• To deliver person centred care to meet customers personal, nutritional, social and emotional care needs ensuring their involvement in all aspects of their well-being.• To provide an appropriate level of assistance to customers in respect to their personal care needs including dressing, undressing, bathing and toileting, whilst maintaining maximum independence for customers.• To provide an appropriate level of assistance to customers to meet all aspects of their nutritional needs including , feeding, promoting choice, preferences and independence.• To participate in social interaction with customers at all times.• *To administer prescribed medicines or homely remedies to customers or assist customers to take their medication/homely remedies, in compliance with current legislative requirements when assessed as competent to do so.• To complete and update Customer's care plans, medical records and other records as directed by the Team Leader .• To participate in the implementation of quality assurance programmes within the Centre or Home Care Service as required. Carers in residential and day care settings only <ul style="list-style-type: none">• To encourage and support customers to participate in activities and engagement opportunities within the Centre that are person centred and specific to customers level of physical, emotional and cognitive abilities.• To support new customers, their families and visitors to settle in at the Centre and encouraging them to feel at home.• To accompany customers on off site activities, where required.• *To undertake key worker role with allocated customers. <p>(Note: * denotes tasks to be undertaken after successfully completing Induction/Probationary period and following receipt of accreditation where applicable).</p>	

Business Focus

- To comply with current Fire, Health & Safety at Work, Environmental Health and associated legislation by observing Ben's policies and procedures and carrying out safe procedures and practices at all times, following appropriate reporting arrangements as required.
- To work within the required Care Quality Commission (CQC) standards and Ben policies and procedures at all times.
- To follow current infection control guidelines to minimise risk to customers, visitors and Ben.
- To identify and report any incidents of alleged or known abuse by or to any customer, complying with Ben's Safeguarding guidelines and reporting procedures.
- To comply with Ben's protocols and requirements on maintaining confidentiality.

Communication

- To communicate effectively and appropriately with customers, their relatives, visitors and the wider multi-disciplinary team within the Centre.
- To liaise where appropriate with Housekeeping Team Leader and Facilities Manager to ensure the cleanliness and safe environment of the Centre, reporting any risks or hazards to the Team Leader without delay.
- To report any change, however slight, in customer's condition verbally and in writing where required to do so to the Team Leader and seek guidance and assistance on the appropriate course of action to implement.
- To report immediately or as soon as reasonably practical any complaints, accidents or incidents involving colleagues, customers or visitors to the Team Leader.

Managing Performance

- To support the maintenance of a performance and service excellence culture within the Centre.
- To participate in the assessment and evaluation of the quality and effectiveness of care/home care services provided to customers and contribute to the development and implementation of service/standard improvement plans as required.
- *To support and assist new staff under the supervision of the Team Leader and act as a mentor to new starters as required.

(*Note: Post Induction only)

Stakeholder Relationships

- Represent Ben and the Centre\Home Care Service in a positive manner, and where appropriate, liaising with relatives, friends, carers and other professionals and agencies.

Achieving Customer Service Excellence

- To support the delivery of a consistent level of customer service to all customers, their relatives and friends, ensuring that the Centre or Home Care service is viewed in a positive way.

Additional Duties

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- To attend meetings and training sessions as required to support continuous learning and development and performance improvement.
- To undertake any other duties specified from time to time by the Registered Manager (RM)\Day Care Manager\Home Care Manager or their designated representative.

Carers in residential care settings only

N.B. Night Staff are expected to be awake for the duration of their shift.

- To Ensure residents are regularly checked, according to their needs, having proper regard for their privacy.
- To Ensure the security and safety of the building, according to written policies and procedures.

This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.

Deliverables – Key Measures:

Planning and Organising

- To contribute to the provision of care services to Customers which ensures that their physical, social and emotional needs are met whilst ensuring Customer's dignity, choice, and independence are maintained at all times.
- To participate , as required in audits and quality assurance programmes to evaluate standards of service delivered to customers.

Business Focus

- To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met to support decisions made and that they are of least risk.
- Problems are avoided due to policies and procedures being followed.

Communication

- Regular and effective communication with customers, their relatives and the wider multi-disciplinary team results in a safe and secure environment for customers to live as independently as possible and ensures a positive customers experience.

Managing Performance

- To support the delivery of agreed service/quality improvements for care/home care services within agreed timescales.
- New colleagues receive dedicated assistance and mentoring from a more experienced colleague to improve their induction experience within their role and to address issues\concerns in a timely manner.

Stakeholder Relationships

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- Stakeholders experience professional, positive and helpful interactions with Ben colleagues.

Achieving Customer Service Excellence

- To contribute to the delivery of a consistent level of customer service to customers, their relatives and friends, ensuring the Centre or Home Care Service is viewed in a positive way.

Additional Duties

- Accept ad hoc tasks/duties as required.

Carers in residential and day care settings only

- To contribute to the effective, efficient and safe operation of the Centre by working in different Houses/areas within the Centre, when required.

PRIDE values

To embody and deliver the role of Carer/Home Carer in line with our values:-

Passionate
Respectful
Inclusive
Driven
Empowered

Experience required:

Experience of working in a care role in either a home care, residential or day care setting is desirable although not essential.

Technical Knowledge:

Demonstrate an understanding of the role of a carer in a residential, day care or home care setting.

Apprenticeship standards Adult Care Worker (Level 2) is desirable.

Other significant role requirements

Demonstrate all of the Core Behaviours for this role on appointment or following successful completion of induction\probationary period where new to a carer's role.

Demonstrate the role specific standards as set out in the Skills for Care care certificate on appointment or following successful completion of induction\probationary period where new to a carer's role.

Ability to deliver care services to customers which meets their needs in a sensitive and respectful manner and which maintains a maximum level of independence.

Able to work in partnership with customers, relatives and other professionals to achieve positive outcomes for the customer.

Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to customers and colleagues.

Literacy and numeracy skills to read and understand procedures, produce reports and other documents and undertake routine as well as more complex administration tasks accurately.

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Effective interpersonal skills to build and maintain positive working relationships with customers, colleagues and other visitors to the centre.
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