**Job Description**

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| **POST TITLE:** | Home Care Worker |
| **PAY:** | £10.75 to £14.00 per hour |
| **Job Type** | 6145: CARE WORKERS AND HOME CARERS |
| **ROLE:** | For a Home Care Worker, flexibility is key. You might provide support in someone’s home, out in the community, or away on holiday; and you could be needed in the evenings, at weekends or overnight. It all depends on what support the person requires. |
| **HOURS OF WORK:** | 40 Hours per week |
| **SHIFT PATTERNS** | As directed by Line Manager   * 7am – 10pm * 8pm – 8am * Waking Night * Sleep-in Night * Live In |
| **Base:** | ZACH ‘S CARE, Wrest Park, Enterprise House, Silsoe, Bedfordshire, MK40 4HR |
| **Places of Work** | Bedfordshire, Hertfordshire and Luton |
| **REPORTS TO:** | Monalisa Huni |
| **ACCOUNTABLE TO:** | Nhamo Mahovo |
| **DATE:** |  |

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| **1.** | **MAIN PURPOSE OF JOB** |
|  | The duties and responsibilities of a Home Care worker are unique and varied because the people you support all have unique needs. Whilst this can be a very diverse role, the key focus is always on supporting a person to lead a fulfilling and more independent life. |
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| **2.** | **PRINCIPLE DUTIES** |
|  | Providing emotional support to individuals and their families. |
|  | Providing practical support for individuals and their families, such as helping with household tasks, personal care and paperwork. |
|  | Supporting and monitoring their healthcare needs, including administering medication and temperature checks. |
|  | Supporting people using our services to pursue their hobbies and interests. |
|  | Supporting people using our services to learn of new skills or gaining employment. |
|  | Teaching life skills, such as budgeting and paying bills. |
|  | Helping with everyday tasks such as meal preparation, writing a shopping list, going shopping or maintaining their housing tenancy. |
|  | Helping people using our services to access community facilities and be included in community groups. |
|  | Understanding people using our services ‘s communication needs and adapting your communication to each individual, e.g. sounds, tones, body language. |
|  | Working with other professionals, such as doctors and therapists, to ensure consistency of support. |
|  | Analysing an individual’s needs and drawing up a focused person centred support plan. |
|  | Becoming both a role model and companion to the individual and uncovering shared interests, such as hobbies and outings. |
| **3.** | **PROFESSIONAL** |
|  | Be conversant with ZACH 'S CARE policies and procedures within the unit. |
|  | Report any concerns regarding health and safety matters to the nurse in charge. |
|  | Act at all times in a manner that promotes and fosters good relationships with others using appropriate and empathic communication skills. |
|  | Participate in home meetings |
|  | To engage in supervision in line with local policy |
|  | Participate in audits and quality assurance programmes as requested. |
|  | Participate in the induction of newly appointed staff. |
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| **4.** | **PERSONAL RESPONSIBILITY (ZACH ‘S CARE EXPECTATIONS** |
|  | In order to fulfill the job responsibilities and the environment in which these responsibilities are carried out the job holder is required to: |
|  | 1. Maintain the highest standards of care and service, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of ZACH ‘S CARE 2. Be aware of and follow at all times the relevant National and Local code of practice in relation to their role and function. 3. Protect the confidentiality of personal information that you hold unless to do so would put any one at risk of significant harm. Keep accurate and professional records and information about staff, service users and health and social care, using the document based and computer-based systems in operation. 4. Work in accordance with local policies and procedures and the statutory frameworks which govern confidentiality and data protection, information-sharing and disclosure. 5. Take reasonable care of Health and Safety at work for you, your team and others; ensure compliance with health and safety standards and legislation; attend all relevant Health and Safety mandatory training. 6. Take responsibility for attending and participating in all mandatory & essential training to ensure the safe and efficient functioning of ZACH ‘S CARE and/or safety and wellbeing of other staff and the people using our services you provide services for. 7. Participate in the appraisal process on a minimum of an annual basis in accordance with the Supervision and Appraisal policy, to explore and identify development needs to ensure that you are able to fulfill your job role and meet all objectives set through the process. 8. Be familiar with and comply with, ZACH ‘S CARE policies for infection control and hand hygiene in order to reduce the spread of health and social care-associated infections. This will include a requirement to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing health and social care-associated infections, including:    1. Correct uniform and dress code policy,    2. the use of personal protective equipment policy, 9. Safeguard and promote the welfare of vulnerable adults by being aware of and working in accordance with statutory guidance and local policies and procedures and attending training to a level required to ensure that you are competent to fulfill your responsibilities. 10. Not discriminate against people using our services or staff and to adhere to equal opportunities and human rights legislation; acting in ways that support equality, value diversity and respect human rights. 11. Abide by locally agreed policies and procedures and ensure you familiarise themselves with such policies which are available on request from the registered manager. |
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| **5.** | **JOB DESCRIPTION STATUS** |
|  | * This job description is indicative only and the role will be reviewed at least annually as part of the Personal Development Review process to take account of changing needs /development of the service. * To meet the evolving needs of the organization you may also be required to provide cover in other areas following appropriate discussion. |
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| **6.** | **ZACH ‘S CARE COMMITTMENT** |
|  | Our mission is to enrich people's lives by providing equal opportunities for healthy and purposeful living |
|  | We work with our community to personalise adult health and social care support for people who desire to live in their local communities.  Everyone needs support from time to time. Supporting each other as a people is what we have learnt to do over time. As our bodies and minds develop, we adapt to changes by modifying our decisions and actions.  When this becomes challenging due to health or social care needs, ZACH'S CARE is here to help. |
|  | Clear roles and responsibilities and a rewarding job so that you can make a difference to people using our services, their families and carer’s and communities. |
|  | Personal development, access to appropriate training for your job and line management support to succeed. |
|  | Support and opportunities to maintain your health, well-being and safety and an environment free from harassment, bullying or violence. |
|  | A good working environment with flexible working opportunities, consistent with the needs of people using our services and with the way that people live their lives. |
|  | Fair treatment that is free from discrimination. |
|  | Opportunities to engage in decisions that affect you and the services you provide, individually, through representative organisations and through local partnership working arrangements. |
|  | Opportunities to enable you to be empowered to put forward ways to deliver better and safer services for people using our services and their families. |

**PERSON SPECIFICATION**

**POST TITLE:** Home Care Worker

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| **Values: Dignity & Respect** | **Essential** | **Desirable** | **How Tested** |
| Treat people with dignity and respect and practise in line with the Equality Act 2010 | ✓ |  | Interview |
| Ability to listen, consider and communicate in an open, accurate and clear way |  | ✓ | Interview |
| Ability to maintain dignity and comfort especially during intimate or sensitive care | ✓ |  | Interview |
| Understand: Confidentiality of personal information, promoting service users’ rights about choice and how they want to be supported | ✓ |  | Interview |
| Having respect for service users, their families and their environments at all times | ✓ |  | Interview |
| Managing behaviours that have the potential to challenge sensitively | ✓ |  | Interview |
| Has a commitment to learning and development, aware of self and willingness to reflect on own practice and how this can be improved |  | ✓ | Interview |
| Honest and transparent with the courage to speak up if something is wrong |  | ✓ | Interview |
| Able to support, develop service users, colleagues and others, a willingness to share knowledge and best practice as well as contribute to new ideas and suggestions for better outcomes |  | ✓ | Interview |
| **Values: Teamwork** | **Essential** | **Desirable** | **How Tested** |
| Works with colleagues to enable, empower, encourage each other and service users to do things for themselves. Ability to form professional relationships, commit to achieving goals and objectives | ✓ |  | Interview |
| Ability to communicate effectively and handover information to colleagues and others within the multidisciplinary team | ✓ |  | Interview |
| Able to prioritise and understand other people’s priorities whilst respecting their choices with the ability to adapt to suit individual needs and situations |  | ✓ | Interview |
| Willingness to develop professional relationships with other professionals and agencies to gain further information and support |  | ✓ | Interview |
| **Values: Quality & Safety** | **Essential** | **Desirable** | **How Tested** |
| Dedicated to delivering support to service users in a person-centred manner where each service user is at the centre of everything | ✓ |  | Interview |
| Supports others in a warm, kind, empathetic and reliable manner with integrity and professionalism | ✓ |  | Interview |
| Can respond calmly to events and is able to support service users with positive risk taking, whilst communicating the consequences of those risks with others | ✓ |  | Interview |
| Takes personal responsibility and understands professional boundaries |  | ✓ | Interview |
| Has the courage to raise concerns around practice that could impact the outcomes for service users | ✓ |  | Interview |
| **Values: Education & Qualifications** | **Essential** | **Desirable** | **How Tested** |
| A good standard of education |  | ✓ | Application Form |
| Care Certificates, relevant qualifications for the role applied for |  | ✓ | Application Form |
| Good Maths, English, Written and Verbal |  | ✓ | Application Form  Interview |
| Evidence of Training: H&S, COSHH, Moving and Handling | ✓ |  | Interview  Application Form |
| **Values: Experience** | **Essential** | **Desirable** | **How Tested** |
| Previous experience of working in a similar environment |  | ✓ | Application Form |
| Previous experience of working in a similar role |  | ✓ | Application Form |
| Experience of working with people, in particular, those that may have additional support needs. |  | ✓ | Application Form |
| **Driver Licence (Eligible for UK)** | **Essential** | **Desirable** |  |
| At least One year driving experience with a clean driving licence | ✓ |  | Interview  Application Form |
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