

## **HOME CARE AND SUPPORT SERVICE JOB DESCRIPTION**

<b>JOB TITLE</b>	<b>Care Worker</b>
<b>JOB PURPOSE</b>	<b>Care and Support Services</b>

To provide high quality responsive care and support that meets individual client needs and maintains maximum independence within their homes.

<b>ACCOUNTABLE TO</b>	<b>Home Care and Support Services Manager</b>
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<b>SUPERVISED BY</b>	<b>Service Co-ordinator</b>
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### **DUTIES AND RESPONSIBILITIES**

1. Dressing and undressing
2. Washing/showering/bathing/shaving/cleaning teeth/dentures
3. Hair care including washing and brushing
4. Continence management
5. Mobilising using appropriate aids
6. Assistance with the activities of daily living – including assistance with social activities
7. Day/evening/night sitting services, as required
8. Assistance with prescribed medication
9. Preparation of snacks and meals
10. Assistance with feeding
11. General cleaning and laundry duties
12. Shopping including the preparation of shopping lists
13. Assistance with paying bills

#### Administration:

1. To maintain accurate and up to date daily records of client care and support
2. Maintain accurate records of financial transactions in line with Age UK's policy and procedures
3. Submit accurate records of mileage on a monthly basis
4. Submit client timesheets on a weekly basis
5. To record visits by phone using a Telemonitor system

#### Training and Supervision:

1. To participate in CIS induction training and regular in-service training programmes including Manual Handling, Food Hygiene, Health and Safety and First Aid
2. If required to be willing to undertake the Diploma in Health and Social Care Level 2
3. To discuss with the line manager, further training and development needs and to undergo appropriate training and development as required
4. To participate in regular supervision sessions and the organisation Annual Review and Development appraisal
5. To participate in staff and team meetings

#### Reporting:

1. To immediately report accidents and any serious incident including safeguarding issues in line with organisational procedures
2. To immediately report any concerns about clients including 'no reply' situations
3. Participate in the review of Care Plans as required

#### Health and Safety

1. To work within Health & Safety regulations, ensuring a safe working environment.
2. To read all policies and staff handbook and understand their practical implementation with specific regard to Health and Safety, including manual handling, accident reporting and fire procedures

#### General

1. To be aware of and implement all Age UK Leicester Shire and Rutland's policies in relation to the role specifically with regard to Health and Safety, Equality and Diversity, Handling Money, Confidentiality, Complaints, Safeguarding Vulnerable Adults and Access to Records.
2. Any other duties that may reasonably fall within the purview of the job.

**This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.**

## PERSON SPECIFICATION

### POST: CARE WORKER

Please ensure that you show **how** you meet the following requirements when completing your application form.

	ESSENTIAL REQUIREMENTS	METHOD OF ASSESSMENT
1.	<b>QUALIFICATIONS</b> Diploma in Health and Social Care L2 or willingness to achieve within 12 months (applicable to personal care)	App form/Interview
2.	<b>EXPERIENCE</b> Experience of supporting people with personal care and support tasks (applicable to personal care)	App form/Interview
	<b>SKILLS/KNOWLEDGE</b>	
1.	Appropriate experience	App form/Interview
2.	Skills in everyday household tasks	App form/Interview
3.	Good communication skills and the ability to interact with people at all levels	App form/Interview
4.	Ability to produce accurate written information relating to care plans and/or records	App form/Interview
5.	Simple numeracy skills	App form/Interview/ Assessment
6.	Ability to put into practice an organisation's values and principles relating to the care and support of people	Interview/Assessment
7.	Ability to support clients in maintaining their independence	App form/Interview
8.	Ability to respond flexibly to the changing needs of clients	App form/Interview
9.	Ability to work with other agencies	App form/Interview
10.	Ability to work on own initiative and as part of a team	App form/Interview
11.	Willingness to participate in supervision and team meetings	App form/Interview
12.	Ability to use equipment for manual handling operations, for example a hoist, wheelchair etc. (applicable to personal care)	App form/Interview
13.	Commitment and understanding of personal responsibilities under Health & Safety requirements	App form/Interview
14.	Ability to maintain a professional relationship with clients	App form/Interview
15.	Understanding of confidentiality and personal responsibilities under Data Protection	App form/Interview
16.	Knowledge of Equality and Diversity issues and equality of opportunity legislation in relation to colleagues and clients.	App form/Interview

17.	Commitment to training and to continuous professional development.	App form/Interview
18.	Own transport desirable	App Form/Interview
19.	Ability to work flexibly, including evenings, weekends and public holidays	App form/Interview

*Ref: HR/PersSpec/HH/HCWJan14/AdmendedDec14*

**HOME CARE & SUPPORT SERVICES (c.c.200 – HCW)  
Terms and Conditions of Employment  
(Effective 1 April 2014)**

**Care Worker**

**Contract:** Zero Hours

**Offer of Employment:** Subject to two written references satisfactory to Age UK.

At interview stage, candidates may be requested to agree to telephone references being obtained.

**Employment** Subject to a six month probationary period with a three and five month review.

**Disclosure of Record:** **The successful applicant is required to apply to the Disclosure & Barring Service (DBS) and any offer of employment will be subject to receipt of a satisfactory Enhanced Disclosure certificate.**  
*The cost of a DBS check (currently £44) will be deducted from your salary and refunded after successful confirmation in post at six months.*

**Medical Clearance** **All offers of appointment are subject to medical clearance.** This normally requires the completion of a medical questionnaire only but may involve an examination. The Executive Director's decision is final as to whether or not a medical report is satisfactory.

**Rates of Pay:** **£7.00 per hour (08.00 – 20.00)**

**£8.00 per hour - Weekday evening (20.00 – 08.00)  
- Weekend daytime (08.00 – 20.00)**

**£9.00 per hour - Weekend evenings (20.00 – 08.00)  
and bank holidays**

*Wages payments, including the 12.07% holiday entitlement, are paid directly into bank/building society account on the last day of the month. Payment is made in respect of the pay period commencing on the 15<sup>th</sup> of the previous month and ending on the 14<sup>th</sup> of the current month i.e. 15<sup>th</sup> June to 14<sup>th</sup> July paid into bank account on 31<sup>st</sup> July.*

*Cont./over*

- Training:** The time taken for training during the probationary period will be paid for after successful confirmation in post at six months.
- Mileage Rate:** Private Car User Mileage is currently 35p per mile and Cycle Mileage is currently 15p per mile for total journeys in a day greater than 8 miles (i.e. the first 4 miles outbound and the last 4 miles inbound are deemed to be journeys to and from work).
- Annual Leave:** 1st April to 31<sup>st</sup> March – paid at a rate of 12.07% of your hourly rate for every hour worked.  
*NOTE - THE HOME CARE SERVICE OPERATES ON BANK HOLIDAYS AND ALL STAFF ARE REQUIRED TO BE AVAILABLE FOR WORK ON THESE DAYS UNLESS THEY BOOK ANNUAL LEAVE IN ACCORDANCE WITH THE NORMAL BOOKING PROCEDURE.*
- Sick Pay:** The post of Home Care Worker is not entitled to a Company Sick Pay Scheme.
- Pension:** Automatic enrolment applies and eligible jobholders (as defined by the government) will automatically be enrolled into the pension scheme within three months of commencement of employment. In the meantime, if you wish to join the scheme you should contact the Payroll Department at Lansdowne House. Further information will be sent to you on or before your first pay day.

**REF:HR/T&CS/HH/HCWJAN14**  
*AmendedDec14*

## INFORMATION FOR CANDIDATES WITH A DISABILITY

Age UK Leicester Shire & Rutland have been awarded the positive about disabled people status. The two ticks system is in support of employing disabled people. Age UK Leicester Shire & Rutland have committed to ensuring that all disabled applicants who meet the minimum requirements are guaranteed an interview.

### DEFINITION

The Disability Discrimination Act 1995 defines disability as:

***“a physical or mental impairment which has a substantial and long-term effect on the ability to carry out normal day-to-day activities”***

### 1. ARRANGEMENTS IF SELECTED FOR INTERVIEW

You are asked to indicate whether you would need any of the following arrangements to be made if you were invited to interview.

Interview information on audio tape		Wheelchair – accessible location for interview	
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Interview information in large print format		Car parking space for interview	
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Sign language interpretation or other assistance with communication at interview		Facility for personal carer, assistant or other person to accompany you at interview	
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Please specify any other facilities you would like to be made available on the day:

### 2. ARRANGEMENTS IF APPOINTED

Please give below details of any adjustments, which may need to be made in order for you to be able to carry out the duties of the job if appointed. If you prefer, we should be happy to discuss this at interview.



## Equality and Diversity Policy Statement

Age UK Leicester Shire and Rutland (and associated companies) is committed to the well being of older people and works to make later life a fulfilling and enjoyable experience. We aim to reflect equality and diversity in every aspect of the organisation by making our services inclusive and accessible to older people from all sections of the community and by attracting and retaining a diverse workforce including paid staff and volunteers.

Age UK Leicester Shire and Rutland will not accept unfair discrimination within the organisation's activities. In particular, it will ensure that no one receives less favourable treatment on the grounds of age, disability, ethnic origin, gender, gender reassignment, marital status, political allegiance, race, religion, belief or sexual orientation.

The policy aims to make Age UK Leicester Shire and Rutland a more effective and attractive organisation for all stakeholders including service users and staff. The policy will:

- Promote continuous improvement of practice within the organisation
- Work towards ensuring that other relevant policies are aligned to the promotion of equality and diversity. In particular, the policy will ensure that our recruitment procedures and terms and conditions of employment reflect a commitment to equality and diversity
- Take positive action to ensure the organisation is representative of the communities it seeks to serve
- Encourage applications for paid employment and voluntary opportunities from groups that are under-represented
- Help the organisation to challenge any form of unfair discrimination on behalf of staff, volunteers and service users
- Implement a volunteering code of practice that will promote equality and diversity
- Increase awareness within the organisation of the needs of minority and under-represented groups
- Support the development of services that meet the needs of minority and under-represented groups
- Ensure that our premises and resources are made as accessible as possible to staff, volunteers and service users
- Ensure that recruitment and service provision is monitored and that positive action is taken based upon such information
- Provide training and development activities that enable equality of opportunity and which promote an awareness of equality and diversity
- Make regular reports to the Board of Trustees regarding progress against agreed targets as set out by an annually reviewed Programme of Action.

Age UK Leicester Shire and Rutland (and associated companies) demonstrates its commitment to this policy by adopting a Code of Practice and a Programme of Action. Documents available upon request.

The Code of Practice provides a policy framework within which the organisation's employment practices, service provision and other activities will function.

The Equality and Diversity Policy will be reviewed annually by the Equal Opportunity Sub-Group (or more frequently if required) and will be revised as necessary.

Responsibility for implementing the policy rests firstly with the Board of Trustees who have delegated day to day responsibility to the Equal Opportunity Sub-Group. All members of staff and volunteers will be encouraged to contribute towards the active promotion of the policy.



## POLICY STATEMENT ON RECRUITMENT OF EX-OFFENDERS

As an organisation using the Disclosure & Barring Service (DBS) to assess applicants' suitability for positions of trust, and associated companies complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

Age UK Leicester Shire & Rutland and associated companies are committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applicants from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. **For those positions where a Disclosure is required, this will be specified in job adverts and recruitment literature.**

Job applicants are also required to provide details of any criminal record, cautions, reprimands or final warnings and this information will only be seen by those who need to see it as part of the selection process.

Dependent upon the post we will require declaration of either "spent" or "unspent" convictions. Please refer to application form for details relating to the post and refer to the table on the reverse of the form regarding clarification of spent convictions.

We ensure that all those in Age UK Leicester Shire & Rutland and associated companies who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of offenders Act 1974.

At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

We make every subject of a DBS aware of the existence of the DBS Code of Practice and make a copy available on request.

We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

Table 1: A Guide to spent and unspent convictions

Sentence	Rehabilitation Period	
	People aged 17 or under at time of sentence	People aged 18 or over at time of sentence
Prison sentence of six months or less	<b>3 ½ years</b>	<b>7 years</b>
Prison sentence of more than six months up to 2 ½ years	<b>5 years</b>	<b>10 years</b>
Probation	<b>2 ½ years</b>	<b>5 years</b>
Fine, Community Service, Supervised Attendance Order	<b>2 ½ years</b>	<b>5 years</b>
Absolute Discharge, Admonishment	<b>6 months</b>	<b>6 months</b>

*CriminalRecords:Polycys:RecruitmentofExOffendersOct11/Jan13*