

Domiciliary Care Worker Job Description

We are recruiting for a full-time domiciliary care workers to join our independent domiciliary care company in Chiswick, West London.

Successful applicants will be working mainly either in the Ealing (W5, W3, W7) area or in Chiswick (W4). However, this might vary.

Rated **Outstanding** by the CQC in November 2016, we have a very low turnover of staff and in 2014/2015 we were a finalist for the 'Best Employer of under 250 staff' at the Skills for Care Accolades. We have featured in the 2017/2018 Parliamentary Review of the Care industry as an example of best practice.

Company background

Established in 1993, we have an excellent reputation for providing dignified, personalised care that promotes the independence of older people living in their own homes in Ealing, Chiswick and the surrounding areas.

We are seeking caring, compassionate and dedicated people who really want to make a difference to people's lives. The successful candidate will be joining a team of thirty.

Our clients range in age and support needs with the majority living with some form of dementia. We provide care services for approximately 55 clients from 30-minute visits up to on-going 24-hour care. We do not provide 15-minute calls. We specialise in providing care to the elderly, people living with dementia, and end of life care.

The majority of our clients are privately funded and come to us through personal recommendations. However, we also have clients who receive direct funding from their local authority and budgets from health authorities. We do not currently tender for local authority contracts.

Purpose of the role

Care workers perform duties and tasks to facilitate our clients to live at home in a safe, secure and comfortable way. The care provided by a care worker in a homecare setting is what could be provided by family members. It does not include tasks that would normally be undertaken by a qualified nurse.

Job description

Job Title: Care worker

Hours per week: Full-time –35+ hours per week. Due to the nature of the work, hours can fluctuate. However, we endeavour to provide a minimum level of hours each week.

Reports to: Care Coordinators, Registered Manager

Salary: £10-£10.50ph

Benefits:

- Company pension scheme
- 20 days annual leave + 8 Bank Holidays
- Funding for QCF Diploma Level 2 and/or 3 in Health and Social care
- Flexible working hours
- Full training provided

Duties

Providing care and support

It is difficult to outline every task that a care worker might have to complete. Below is a list of the most common tasks. Be aware that it is not an exhaustive list. Tasks should be completed in a professional and respectful manner whilst prioritising the dignity of clients.

- Personal care
- Bathing and showering
- Dressing
- Oral care
- Hair washing
- Shaving
- Continence management
- Toileting/assisting with commode, emptying commode
- Assisting with bed time routine
- Meal preparation and assistance with eating
- General household duties – laundry, ironing, light cleaning
- Promote client independence and activity appropriate to their abilities
- To provide general support to clients as part of a caring team
- Within an agreed plan, contribute to the supervision of people who have a tendency to wander, neglect themselves or put themselves at risk
- Shopping
- Overnight care
- Dementia care
- Palliative care
- Bed making
- Medicine administration

Communicate effectively

- Keeping accurate records of visits

Care workers must read client careplans at the start of each visit. A clear written record of each visit must be completed on the PASSsystem mobile application.

- Reporting to managers

Staff must remain in contact with the management team about availability, scheduling changes, reports on clients, client requests, and any other pertinent issue. Care workers can phone, email, write to, or text the office.

Independent working

- Safe working practices

Care workers are briefed about the specific tasks required before undertaking any new assignment. In every case the care worker will be expected to carry out the work in a safe and professional way adhering to the careplan and the policies and procedures of the company.

- Capability

Care workers should be capable of carrying out the duties required of their role including safe moving and handling techniques in accordance with Company training.

- Emergency situations

Care workers must be confident about taking appropriate action in an emergency.

- Prompt reporting

Care workers have a responsibility to report any relevant information to the Care Coordinators. It is not the role of the care worker to become involved in notifying family, friends or relatives of changes.

- Travel

Care workers must be able to travel between clients, either by public transport or by their own means.

- Confidentiality

Care workers must respect the privacy and confidentiality of clients' records and personal information at all times. The only exception is if a care worker is concerned that a client is at risk of harm.

Partnership working

- Working in partnership with colleagues and other care professionals

Care workers must maintain professional relationships with clients and their families and remember that the client's home is a place of work. Care workers should alert a Care Coordinator or the Registered Manager if they have any concerns about a client's condition.

Training

- All care workers must attend compulsory training and adhere to Company policies and procedures and training techniques when providing care to clients. Compulsory training includes the induction for new staff and ongoing training for existing staff.

Person specification

The person specification is a collection of skills, knowledge and experience required to carry out this role. We will use the essential criteria to select suitable applicants for this post.

Essential

- Proven experience in the home care setting or equivalent in the last two years
- Caring and compassionate and sensitive to the needs of others
- Fluent in written and spoken English
- Able to follow instructions
- Working independently
- Working as part of a team
- Attention to detail
- Punctuality
- Able to cope in difficult or emergency situations
- Willing to undertake training to meet regulatory standards
- Local geographic knowledge
- Smartphone competence (e-mails and apps)

Desirable

- Diploma in Health and Social Care (or equivalent)
- Car driver

Employment is conditional on receipt of a satisfactory DBS, two references from your most recent employment, and proof of qualifications.