



JOB DESCRIPTION

Job Title: Home Support Worker

Reporting To: Supervisor
Line Manager
Registered Manager

Job Purpose: To plan, implement and supervise the provision of quality care, in conjunction with Clients. To ensure Clients retain their dignity and individuality. To maintain a safe and secure environment for Clients, Staff Members and Visitors.

SKILLS, KNOWLEDGE & QUALIFICATIONS

- Genuine interest in, and experience of working with, the relevant Client group.
- Ability to communicate effectively at all levels.
- Team player.
- Willingness to participate in Vocational Training Programmes.
- Satisfactory Police Check and check against the POVA List (where applicable).

MAIN RESPONSIBILITIES

Care:

1. Ensure the highest possible levels of care and maintained by supporting/assisting Clients, when required, with all aspects of daily living.
2. Assist Clients in all aspects of their care needs (e.g. physical, emotional and spiritual). Provide supervision and attention when needed, ensuring Clients retain their comfort and dignity.
3. Pay particular attention to assisting Clients who have limited mobility, or physical / learning difficulties making the best use of aids provided.

SKILLS, KNOWLEDGE & QUALIFICATIONS, continued.....

4. Closely monitor Clients who may be confused and / or who have behavioral problems.
5. Assist in the promotion of continence.
6. To encourage independence and support the wishes of clients.
7. To look after the welfare and personal care of clients assigned to you.
8. To assist with the mobility, feeding, washing / bathing and dressing of Clients.
9. To prepare meals and assist clients who need help during meal times (be aware of swallowing difficulties, dietary requirements etc.).
10. To perform household tasks including dusting, vacuuming, clean kitchen surfaces and sink, clean cooker top after preparing meals, clean bath, shower and toilet, clean inside windows (without climbing), dustpan and brush on stairs if vacuum won't reach, wet mop floors, ironing and laundry.
11. To supervise the administration of prescribed medication.
12. Complete, observe and review care planning needs for Clients, and complete written daily records as instructed and in line with the Company's policies and procedures.
13. Report on well-being of Clients and liaise with GPs and Support Managers etc.
14. Carry out regular checks on Clients at intervals determined by senior Staff Members.
15. Participate in Staff and Client meetings as and when required.

Training and Development:

16. Maintain professional knowledge and competence.
17. Attend mandatory training days / courses, on or off site, as and when required.
18. Participate in relevant N/SVQ training required qualifications.

Health & Safety:

19. Report immediately to the Manager or Supervisor any illness of an infectious nature or accident incurred by the Client
20. Understand, and ensure the implementation of Newcastle Home Care Associate's Health & Safety policy.
21. Report to the Manager or Supervisor and faulty appliances, damaged furniture, equipment or any potential hazard in the Client's home.

General:

22. Promote and ensure the good reputation of Newcastle Home Care Associates.
23. Ensure that all information of confidential nature gained in the course of duty is not divulged to third parties.
24. Notify the Manger or Supervisor as soon as possible of your inability to report for duty and also on return to work from all periods of absence.
25. Ensure the security of the Care Plan at all times.