



JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	Domiciliary Care Support Assistant
Company Name	Serene Health care Group
Reporting to	Clinical Lead Manager / Supervisor

PURPOSE

The role of a care support worker is to work without direct supervision in the service users home; Providing High quality bespoke care and support that includes personal, social and household management that is personalised for each service user in the form of a Care and support plan. The aim is to enable the service users to lead as independent a lifestyle as possible whilst remaining safely in their homes. All Care and support duties will be carried out in a manner that is professional, discreet, caring, compassionate, observes and respects the service users' dignity, privacy and independence as far as practical at all times.

RESPONSIBILITIES AND MAIN DUTIES

1.1 Specific Duties and responsibilities

- To assist service users with personal care needs in a manner that helps the service user to meet their desired outcomes as detailed in their individual care plan.
- To ensure that all service users understand the care and treatment choices that are available to them.
- To assist service users with mobility problems and other physical disabilities, including incontinence, using aids and personal equipment i.e. hoists, assistive technology etc. in line with their individual care plans.



- To communicate effectively with service users, carers and other professionals.
- To report any concerns to your Team Leader relating to significant changes in the service users' health and support needs.
- To contribute to the service users' review process, along with the Team Leaders and all other involved parties, by using your knowledge of assisting the clients in meeting the desired outcomes.

1.2 Personal Care:

- Dressing and undressing / preparing the service user for Day Care or trips out.
- Washing / bathing / showering / shaving / grooming / cleaning teeth.
- Hair care (washing / brushing).
- Nail care (fingernails only).
- Toileting and all aspects of personal hygiene.
- Continence management.
- Care of pressure sores (under appropriate nursing supervision).
- Getting in and out of bed.
- Assisting with the use of Aids to Daily Living / Rehabilitation Aids, as required.
- Helping with rehabilitation programmes, as prescribed by Healthcare professionals.
- Day / evening / night sitting services, as required.

Medication: Encourage and remind the service user to take prescribed medication.

Dietary Care:

- Preparation of snacks and help warm meals according to the service user's likes / dislikes
- Assisting with feeding, as required.

Domestic/ Household Services:

- General cleaning duties, to include cleaning / dusting / vacuuming / polishing.
- Bed-making.
- Clearing refuse and rubbish.
- Laundering / Hand-washing / Ironing / Light needlework, as required.
- Shopping, and the preparation of shopping lists and assistance with budgeting.



2 Safeguarding and Safety

- To understand the arrangements for ensuring that the service users are safeguarded against the risk of abuse.
- Have ability to, in accordance with Serene Healthcare Group Ltd Care and Local Policies:
 - Identify the potential for abuse,
 - Take appropriate preventive measures,
 - Respond to allegations of abuse.
- To report any untoward incidents or accidents to your Team Leader or the Care Services Manager in accordance with Company policy and quality monitoring processes.
- To identify risk of infection or contamination and alert concerns to your Team Leader for further assessment.
- To assist with the general standards of hygiene and cleanliness in accordance with planned care and support.
- To ensure that as far as reasonably practicable where equipment is provided as part of the care and support plan it is safe and fit for purpose.
- To undertake the appropriate level of training and regular updates to stay abreast of best practice with regard to medication.
- To adhere to actions identified in Risk Assessments, in accordance with both relevant Serene Healthcare Group Care Policies and standard legislative Health and Safety requirements.
- To report any observed faults, defects or damage to the premises, fixtures and fittings or equipment to your Team Leader.

3 Communication and Relationships

- To be aware of Serene Healthcare Group Ltd structure and management of the organisation.
- To know how, and where to access Serene Healthcare Group Ltd policies and procedures and relevant documentation.
- To know the arrangements in place for obtaining and acting in accordance with the consent of the service users



- To positively promote the service users right to choice and independence whilst ensuring that they are treated with the utmost respect, privacy and dignity at all times.
- To be aware of local and national services and sources of support so that information can be provided to the service users upon request.
- Attend staff meetings (a minimum of 4 per year), as required, for the dissemination of information about the service, peer support and exchange of ideas.

4 Knowledge and Experience

- Flexibility and ability to work under pressure.
- The ability to prioritise a busy workload
- A wide range of communication skills to enable effective communication between service users, colleagues and other agencies.
- Staff with NVQ Level 2 qualification together with relevant appropriate employed care experience will be paid at a higher rate.

5 Policy and Service Development

- To ensure Serene Healthcare Group Ltd Complaints Policy and Procedures are followed when dealing with any concerns or complaints raised by service users or their carer's.
- To keep legible, accurate and detailed records in line with Serene Healthcare Group Ltd Record keeping policy and regulatory requirements.
- To understand and comply with both Serene Healthcare Group Ltd and legislative requirements regarding confidentiality and data protection.
- Attend staff meetings (a minimum of 4 per year), as required, for the dissemination of information about the service, peer support and exchange of ideas.
- To act as an ambassador for Serene Healthcare Group Ltd.

6 Suitability of Staffing

- To inform your Team Leader if you experience difficulty getting to your scheduled visit at the agreed time.
- To attend supervision, training, annual appraisals and staff meetings (a minimum of 4 per year) with the Team Leaders or the Care Services Manager and use this to inform your Personal Development Plan.
- To maintain awareness of best practice.



- To work at all times within the Service, Policies and Procedures of Serene Healthcare Group.

The purpose of this job description is to indicate the general level of responsibility of the post and is not an exhaustive list. The detailed duties may vary from time to time without changing the general character or level of responsibility.

By signing below you are agreeing to undertake your employment with Serene Healthcare Group Ltd in adherence with this job description. Confidentiality in the discharge of your duties you may often be in possession of confidential or personal information. You must not disclose or discuss such information outside of your work, or within your place of work EXCEPT in the proper discharge of your duties.

Job Holder's Signature:

Job Holder's Name:

Date:

Line Manager's Signature:

Line Manager's Name:

PERSON SPECIFICATION			
Experience and Knowledge	Essential	Desirable	Comments
An understanding of the health and social care sector and the provision of person centred care in the community			
Ability and willingness to undertake personal care			
Previous experience in a similar role			
Basic understanding of how rights, dignity, privacy, respect, and choice are important when providing care			
Personal qualities			
A good standard of personal hygiene, self motivation and be of a smart appearance			



Effectively manage own workload and time whilst being flexible			
Have a sensitive, caring, patient and reliable nature			
A flexible approach and willingness to working un-social able hours including evenings, nights, weekends and bank holidays			
Communication			
Ability to communicate clearly with clients, colleagues and others			
Ability to clearly interpret oral or written information and instructions			
Team Work			
Ability to work co-operatively and effectively with colleague, clients and other agencies			
Qualifications			
Good level of general education			
NVQ/QCF Level 2 in Health and Social Care OR a willingness to study and train towards such a qualification			
Ability to undertake induction, mandatory and adhoc training as deemed necessary			
Other			
Work within the remit of policies, procedures and guidelines of Serene Healthcare Group Ltd.			
Full, valid UK driving license and access to a suitable vehicle			Insurance certificate showing business use and provision of valid MOT certificate for the suitable vehicle required
The legal right to work in the UK			
			Disclosures will be taken upon



To undertake a Disclosure Barring Service (DBS) disclosure			employment, every 3 years or as deemed appropriate by the Registered Manager
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