



Job description

Care worker

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1. Function

The role of the care worker is to deliver front-line care support services to the company's service users (including children). In general, the support provided by care workers is that which would normally be undertaken by a caring relative and does not include tasks which would normally be undertaken by a qualified nurse.

It is expected that the care worker will fulfil their responsibilities in accordance with the company's policies and procedures and service aims. All duties must also be carried out to encompass the Scottish Social Services Council Codes of Practice and in line with the Care Inspectorate regulations and the National Care Standards.

This job description is subject to reasonable amendment from time to time as per the care worker contract of employment.

2. Hours, place of work and salary/wages

The care worker will not be based at a particular location but will report to the designated local office (and attend the office or other sites as required for training, supervision, meetings etc.). The position entails flexible hours unless otherwise stated in the individual's contract of employment.

3. Relationships

The care worker observes and maintains the following relationships:

- He/she is accountable to the Branch Manager and their delegates (including Care Co-ordinators and Supervisors), as well as to senior management, the Directors of the Company and to any other nominated superiors.
- He/she may have regular contact and interaction with administrative support staff, trainers and others in the course of carrying out his/her duties.
- He/she may have contact with other persons and professionals, in particular social workers, relatives and advocates of service users, healthcare professionals, occupational therapists etc.

4. Typical duties and responsibilities

The duties and responsibilities of the care worker may be many and varied, and will be dependent on the content of any individual care plan, but tasks will typically be of the kinds described below. Further detail may be found in the Care Worker Handbook.

4.1 Personal care

Personal care, which may include intimate care, may include (but it not necessarily limited to) the following:

- Washing the body (including intimate areas);
- Washing the hands and face;
- Bathing;
- Washing and styling the hair;
- Assistance with make-up and personal grooming;
- Shaving;
- Brushing the teeth;
- Caring for dentures;
- Cleaning of and assistance with glasses or contact lenses;
- Skin care;
- Assisting in or out of bed;
- Assisting to dress or undress;
- Assisting to prepare meals;
- Support to eat or drink;
- Assisting to use the toilet or a commode;
- Assisting to management continence;
- Monitoring skin condition (e.g. pressure sores);
- Assisting in moving from one position to another;
- Assisting to use aids to daily living and rehabilitation;
- Support with exercise (including rehabilitation exercises);
- Use and care of hearing aids;
- Use and care of prosthetics, calipers etc.
- Night sitting;
- Day sitting.

Personal care may be delivered at any time of the night or day.

4.2 Practical support

Practical support covers a broad range of tasks other than personal care and includes (but is not necessarily limited to):

- Washing up;
- Managing food and household stocks (e.g. rotating food in fridge);
- Domestic cleaning (including vacuuming, dusting, polishing, cleaning bathrooms, kitchens etc.);
- Making and changing beds;
- Clearing out refuse (including recycling);
- Laundry and ironing;
- Management of thermostats, heating etc.
- Shopping;
- Support with household management and personal finances (budgeting, bills etc.);
- Support with maintaining personal relationships (e.g. birthdays, anniversaries, entertaining visitors);
- Escorting on activities outside the home.

Practical support is usually provided during the day, but may be required at other times.

4.3 Health-related tasks

With appropriate supervision and training from a healthcare professional, care workers may be required to support with health-related tasks, which might include:

- Support with medicines (and appropriate recording and reporting thereof);
- Catheter care;
- Stoma care;
- Bowel care;
- Use of eye drops;
- Application of ointments;

Health-related tasks may be required at any time of the night or day.

4.4 Specialist support

The company provides a range of specialist services which, subject to completion of appropriate training, a care worker may be asked to deliver. These include (but are not limited to) providing support to:

- People with mental health needs;

- People with learning disabilities;
- People with dementia;
- People with physical disabilities;
- Disabled parents;
- People who are terminally ill or at the end of life.

4.5 Other

Care workers may be asked to carry out any other duties that may reasonably be required by management. In fulfilling all duties, the care worker will:

- Practice and promote effective, timely communication both within and outside the company;
- Promote anti-discriminatory practice;
- Protect the confidentiality of service users and of the business;
- Have due regard for their own safety and that of others, with reference to the company's health and safety arrangements;
- Participate in staff development (including supervision), training and performance appraisals as required;
- Promote and fulfil the stated company's aims and objectives;
- Comply with company policies and procedures as appropriate;
- Participate in any meetings as required;

This list is not exhaustive; further details may be found in the applicable staff handbook.

5. Person specification

Applicants' suitability for the position will be assessed according to their ability to meet the following requirements in terms of key competencies, personal attributes, experience and qualifications:

Key competency	Essential	Desirable	Assessment method
Understanding of principles of good care	✓		Interview
Able to understand and follow written and verbal instructions	✓		Interview
Understanding of and commitment to equality	✓		Interview
Good interpersonal skills	✓		Interview
Sufficiently literate in spoken English to communicate effectively with service users.	✓		Interview
Sufficiently competent in written English to maintain legible and accurate service records.	✓		Literacy test
Able to speak or write minority languages		✓	Interview
Sufficiently numerate to effectively manage financial records and transactions.	✓		Numeracy test

Personal attributes	Essential	Desirable	Assessment method
A genuine concern for the welfare of others	✓		Interview

Personal attributes	Essential	Desirable	Assessment method
Kind, compassionate and gentle	✓		Interview
Even-tempered and patient	✓		Interview
Empathy and the ability to listen and empower others	✓		Interview
Conscientious and hard-working	✓		Interview/ references
Honest and trustworthy	✓		Interview/ references
Dependable, reliable and punctual	✓		Interview/ references
Flexible and responsive	✓		Interview
Organised	✓		Interview
Able to work effectively as part of a multi-disciplinary team	✓		Interview/ references
Able to respond appropriately to the unexpected	✓		Interview
Committed to making a positive difference to people's lives	✓		Interview
Committed to continued personal and professional development, including obtaining relevant professional qualifications	✓		Interview

Experience	Essential	Desirable	Assessment method
Personal experience of delivering care support services		✓	CV/ references

Qualifications/licenses	Essential	Desirable	Assessment method
GCSE Maths and English grades A-C (or equivalent)		✓	Document checks
QCF level 2 diploma (or equivalent)		✓	Document checks
Full driving license		✓	Document checks

This position is subject to an enhanced level DBS (or, in Northern Ireland, AccessNI) criminal records disclosure.