

**Health and Adult Social Services**  
**Home Care Worker**

**Redbridge Sheltered Housing with Extra Care**

**Job Description and Person Specification**  
September 2016

## Job Description

<b>Job Title:</b>	<b>Home Care Worker</b>
<b>Service Area:</b>	Health and Adult Social Services
<b>Function:</b>	Sheltered Housing
<b>Team:</b>	Extra Care
<b>Post number:</b>	TBC
<b>Grade:</b>	LBR 4
<b>Hours/weeks:</b> <i>E.g. 36 hours/52.14 weeks</i>	30 hours
<b>Base location:</b>	Fernways, George Davies Lodge, Oakfield Lodge
<b>Reports to:</b> <i>Job title</i>	Operational Manager, Out of Hours Supervisors and Support Workers
<b>Responsible for:</b> <i>Job titles of direct reports</i>	N/A
<b>Role purpose and role dimensions:</b> <i>Overview of the job</i>	<p>Fundamental to fulfilling the responsibilities of this post is the ability to respond flexibly, positively and successfully to the ever changing pressures which local authorities face. This job description is a guide to the level and range of responsibilities the post holder will be expected to undertake initially. It is neither exhaustive nor inclusive and will be changed from time to time to meet changing circumstances and demands.</p> <p>The post holder may have areas of individual responsibility which will be identified and determined by the Operational Manager.</p> <p>The post holder will use their initiative to handle tasks and to handle problems and queries based on experience and judgment. They will receive clear guidance and supervision but will perform with a degree of autonomy on day-to-day basis.</p> <p>The post holder will deliver a person-centred service, good customer service and effective working relationships.</p>
<b>Key external contacts:</b> <i>Organisations</i>	<ul style="list-style-type: none"> <li>• GP's and District nurses</li> <li>• Members of the public</li> <li>• Service Users' relatives, PA's and Advocates</li> <li>• Voluntary Sector organisations</li> <li>• Contractors</li> </ul>
<b>Key internal contacts:</b> <i>Job titles or groups of staff</i>	<ul style="list-style-type: none"> <li>• Other Extra Care Staff</li> <li>• Unit Staff</li> <li>• Housing</li> </ul>
<b>Financial dimensions:</b> <i>Budgetary responsibility &amp; amount. Equipment, cash, property etc. for which employee is responsible.</i>	<ul style="list-style-type: none"> <li>• Support service users to manage their day to day expenditure, weekly shopping, paying bills ...etc.</li> </ul>
<b>Key areas for decision making:</b>	<ul style="list-style-type: none"> <li>• Reporting incidents and/or significant matters</li> <li>• Keeping records</li> <li>• Deciding if a service user requires medical intervention</li> </ul>

Key accountabilities and result areas:	Key elements:
<p><b>Care</b></p>	<p><b>This will involve:</b></p> <ol style="list-style-type: none"> <li>1. To attend to the needs of the service users – wash, dress, shower, shaving, hair wash, dental hygiene, change pads, empty commodes and catheters, assist to dress, using a hoist as and when required.</li> <li>2. To attend to the domiciliary needs to the service user – Housework, Laundry and Shopping. Collecting pension with the service user if required.</li> <li>3. Prompt medication, document medication, and administer cream, surgical stockings. Collect prescriptions. Take urine and stool samples to the Doctors.</li> <li>4. Escort service users to and from doctors, hospital, dentist, chiropodist, bank etc.</li> <li>5. Prepare lunch and tea – bring service users down to lunch, activities etc.</li> <li>6. Recording information – e.g. keys being taken in and out (security and medication cabinet), client’s finances.</li> <li>7. Palliative care for some services users.</li> <li>8. Keeping case notes up to date daily.</li> <li>9. Exchanging information with colleagues, regarding service users’ health and safety and meeting their care needs.</li> <li>10. Reporting any repairs found in the tenants property or around the building to the warden or Operational Manager.</li> <li>11. Reading care plans and recommending any changes required to the Operational Manager.</li> <li>12. Reporting any concerns regarding service users to Operational Manager.</li> <li>13. Deciding if a service user requires medical attention.</li> <li>14. Ensuring the building is secure, checking windows and doors. Beware of all bogus callers to the building and report directly to the warden or operational manager</li> <li>15. Follow all procedures to meet the Care Quality Commissions guidelines.</li> </ol>
<p><b>Customer Focus</b></p>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Respond and resolve enquiries and problems, judging when to pass complex queries on or involve others, in order to provide an effective service and clear advice to colleagues and customers.</li> <li>• Deliver a range of customer services in support of existing systems or processes to an agreed standard or specification, to maximise service quality and continuity.</li> <li>• Provide support to the function/service and be the first point of contact for service users/clients/members of the public/visitor</li> </ul>

<b>General</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Work effectively with team members and others across the Council in providing and promoting a service.</li> <li>• To attend and participate positively in team and other meetings as required.</li> <li>• To provide cover in the absence of administrators as and when required and determined.</li> <li>• To comply fully with all Council and Service Area Policies such as Equalities &amp; Diversity, Performance Management &amp; Supervision, Health &amp; Safety, Absence Notification and the Email and Internet Policy.</li> <li>• To comply with the Council's commitment to achieving equality of opportunity.</li> <li>• To undertake any other duties appropriate to this area of work and consistent with the level of the post as may be required from time to time.</li> </ul>
<b>General accountabilities and responsibilities</b>	
<b>Green Statement</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>
<b>Data Protection/Confidentiality</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>• Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of NELFT and the Council's databases and systems. Any breaches could result in disciplinary measures.</li> <li>• Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>
<b>Conduct and Whistle blowing</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistle blowing) are protected and may make them without fear of reprimand.</li> </ul>

<b>Safer Working</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Commitment to safeguarding and promoting the welfare of vulnerable adults. Where you work in such a post the Council will require a DBS (Disclosure and Barring Service) check and references will be taken up prior to interview.</li> </ul>
<b>Equalities</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
<b>Customer Care</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
<b>Health and Safety</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>
<b>To contribute as an effective and collaborative member of the team</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>• Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>• Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
<b>Flexibility</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.</li> </ul>

## Person Specification

Job Title	Home Care Worker		
<i>Method of candidate assessment: A = Application form, I = Interview, T = Test.</i> Importance weighting (1,2 or 3 where 3 is the highest)		A - I - T	Weighting
<b>Minimum education/ qualifications:</b>	NVQ Level 2 in Care	A, I	2
<b>Minimum experience/ knowledge/ skills:</b>	Experience of working with elderly and vulnerable people is desirable.	A, I	2
<b>Skills and Personal Qualities:</b>	Able to communicate/interpret effectively (both written and verbal)	A - I - T	2
	Ability to work alone in service users' home.	A - I	3
	Ability to use own initiative and to exercise judgment as to when advice/ support may be needed	A - I	2
	Ability to work with other agencies e.g. Health authority, District Nurses, etc.	A - I	3
	Ability to work flexibly to meet the needs of customers by performing a variety of task as assessed by Commissioning Services	A - I	2
	Awareness of the needs of elderly and vulnerable people.	A - I	3
	Ability to understand relevant policies and procedures, as they affect the role, and the quality standards and outputs required in the job.	A - I	2
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>• Ability to display a sound understanding of equality issues, is mindful of equality and diversity issues in providing services and seeks to avoid unwitting discrimination.</li> </ul>	A - I	2
	<ul style="list-style-type: none"> <li>• Ability to communicate orally and in writing in a manner, which is clear, fluent, jargon-free and readily understood by the recipients.</li> </ul>	A - I - T	3
	<ul style="list-style-type: none"> <li>• Ability to work as part of team and has a clear understanding of team-working.</li> </ul>	A - I	3
	<ul style="list-style-type: none"> <li>• Ability to promote and give a positive image of the team, the service area and the council.</li> </ul>	A - I	2
<b>Personal Effectiveness &amp; Self-development</b>	<ul style="list-style-type: none"> <li>• Takes responsibility for own development, actively pursuing learning and development opportunities.</li> </ul>	A - I	2
	<ul style="list-style-type: none"> <li>• Is adaptable and receptive to new ideas and willing to adjust to new work priorities and demands.</li> </ul>	A - I	3