

## Care Assistant

**SERVICE USER GROUP:** Providing care for elderly and disabled adults

**RESPONSIBLE TO:** Care Manager

**MEASUREMENTS:** Quality of care provided, Timekeeping, Performance.

**PURPOSE OF POST:** To work as part of a team providing high quality care and support to Service Users to remain independent in their own homes, reflecting the objectives of the SweetTree Charter & Philosophy of Care, in line with SweetTree Policy and Procedure and to meet and maintain CQC requirements.

**MAIN RESPONSIBILITIES:** To assist Service Users with activities of daily living as per the assessment and care plan completed by the Care Managers.

**Duties are varied and personalised to the Service User's needs such as:**

- General housekeeping e.g. cooking, shopping, domestic duties etc., and helping Service
- Users to maintain all aspects of their domestic lives
- Providing help with all aspects of personal care
- Facilitating socialization and social activities e.g. visiting family/friends, walks, cinema/theatre, meals out, going for a drive (where required), reading etc.
- Monitoring progress and recording notes on daily record sheets relating to each visit and completing Accident/Incident reporting forms when appropriate.
- Liaise with families or/and office team members to provide a consistent approach that meets
- the individual needs of each service user
- Logging in and out before and after each shift using the 'Monitor' System. To advise the
- SweetTree office of any differences to agreed shift time or difficulties recording the shift.

**The member of staff would be expected to:**

- Preserve independence & dignity of Services User's as much as possible.
- Arrive on time for every shift.
- Advise the SweetTree office of any possible lateness pre start of shift.
- Report any changes/issues concerning the Service User or the care being provided to the
- office team
- Observation of mental alertness and general physical condition
- Reading and abiding by the care plan set out by the assessor in the Service User's guide
- Supporting and understanding each individual Service User's needs
- Maintaining confidentiality and committing not to divulge information to third parties unless consent
- To share information has been given in writing
- To report back any areas of risk, not previously identified, to manager
- Read and abide by the care plan implemented by the assessor in the Service User's guide

- Maintain confidentiality and committing not to divulge information to third parties unless consent to share information has been given in writing and agreed with the Support Manager
- To attend and engage in regular supervisions, appraisals and performance review accepting and providing constructive feedback.

## PERSON SPECIFICATION

### Essential Skills:

- Previous informal/formal experience in caring for the elderly or disabled clients
- An understanding of the needs of elderly or disabled adults who are vulnerable within society
- Experience of providing care to people living in the community
- Demonstrate ability to relate professionally and respectfully to elderly or disabled clients
- Physically fit and able to undertake safe manual handling practices
- Good verbal and written communication skills
- Good telephone manner and good level of spoken English
- Observant and sensitive to a Client's needs
- Ability to liaise with outside agencies and other professionals
- Ability to work autonomously and productively as part of a team
- Knowledge of food hygiene/manual handling/health & safety standards and practices

### Desirable Skills:

- Current and clean driving licence
- Experience of providing care to people living in the community
- Relevant NVQ qualification

**WORKING CONDITIONS:** Working hours will vary depending on the Service User's needs and availability of the carer. This can involve either live in care or shift work. Terms and conditions of employment are as per your employment contract and staff handbook. Carers are expected to arrive on time for all shifts.

**TRAINING:** A four day Induction course and must be completed before commencement of employment. Care staff will also be required to attend ongoing training from time to time to maintain their skills and to comply with SweetTree's registration requirements. There is also a three monthly in-service review meeting.

**DRESS CODE:** A smart casual appearance is required at all times with sensible footwear. Jewellery must be kept to a safe minimum. No trainers or jeans are to be worn. Carers are provided with ID cards which are to be clearly presented during each shift.