

On Call Care Assistant / Support Worker

RESPONSIBLE TO: Care or Support Manager

PURPOSE OF POST: The on-call carer / support worker is in place to work as part of a team providing high quality emergency care to our clients. On Call cover is provided when a shift is uncovered due to the scheduled support worker or Care Assistant being unable to attend at the last minute. This may be due to a personal crisis, poor health or another valid reason

Points of note:

- An on – call rate is paid for being ‘on – call’ and any shift that is required to be covered in an emergency is paid in addition at the appropriate rate for that shift.
- The On – Call carer cannot decline any shift requested whilst they are on call.

Key Tasks include:

- The On Call carer needs to be available to work any shift required at immediate notice, to support the client. For example, a waking night shift often starts at 10pm and we may hear of the cancellation at short notice
- The On Call Carer must have experience and training relating to the service they are providing On Call for and must have completed medication training
- When On Call, the On Call Carers mobile needs to be switched on and accessible 24 hour as a day through - out the On Call Period
- A shift cannot be declined due to location, need or time or the fact the client may own a pet
- Care assistant may be expected to help with all aspects of personal care
- Care assistants should observe the clients mental alertness and general physical condition and report any changes/issues concerning the client or the care being provided to the office team
- Maintain clients confidentiality and not to divulge information to third parties unless consent to share information has been given in writing and agreed with the Care Support Manager
- To attend and engage in regular supervisions, appraisals and performance review accepting and providing constructive feedback.
- To contribute to the overall development of the service and promote a positive image of all Clients and SweetTree Home Care Services
- To participate in training courses/seminars held internally and by outside agencies

- To prepare, attend and engage in regular facilitations, appraisals and performance

Company responsibilities

- To preserve the independence & dignity of all Clients.
- To attend regular SweetTree meetings.
- To ensure that SweetTree maintains its reputation as a premier provider of care & support to people in their own homes.
- To promote equal opportunities, respect diversity, different cultures and values.
- To carry out any other duties as stipulated by the Director of Operations.
- To work in accordance with your job description/contract of employment and any policies and guidelines of SweetTree Home Care Services.
- To work in accordance with the Health & Safety Act 1974.
- To maintain confidentiality and observe data protection guidelines.

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.