



Job profile

Domiciliary Care Worker

Grade E

Group: Integrated Adults and Social Care Services

Service: Adult Social Care - Provider Services

Location: Community Borough Wide

Line Manager: Domiciliary Care Manager

Car User Status: Casual

Job Purpose

To provide compassionate, safe, effective and responsive care, to assist service users to exercise choice and control over their lives and promote their independence as much as possible. This will involve giving support with a range of personal and practical tasks, to achieve agreed enablement outcomes, and maximise their ability to be able to carry these tasks for themselves. In collaboration with line managers and other professionals' enablement workers will assist service users with weekly goal planning and accurately feedback on progress towards enablement outcomes.

To promote and ensure service delivery which values and respects the dignity, diversity, rights and responsibilities of individuals.

The key roles of this post will include:

1. To work as part of a team with the direction from the Senior Enablement Worker to ensure the provision of a domiciliary enablement service.
2. To provide planned care (practical and personal) and support which encourages and enables vulnerable adults to maintain or regain as much independence and control over their own lives as possible.
3. To deliver care in a way that demonstrates compassion and empathy, and which respects the personal dignity of service users.
4. To ensure the safety and welfare of service user, the work and work colleagues, by following the written instructions of a manager and/or policy and procedures
5. To maintain responsibilities required as a key worker
6. To assist line managers in the monitoring and review of service users. Provide accurate written and verbal feedback on service users' wellbeing, abilities, changing needs and progress during their enablement outcomes so that decisions can be made regarding their ongoing care needs.



7. Ensure agile devices are working and emails, Care Monitoring (rotas), Care and EMAR (medication) app can be accessed
8. To record accurately and detailed information on the Electronic Care together App providing essential information to ensure the service users receives the right care and support to meet their ongoing needs. Accurately logging in and out of service users to ensure accurate visit times are recorded to enable the right level of care provision is provided.
9. To accurately record service users' medication on the EMAR CM mobile app, and report any discrepancies.
10. To be alert and report any suspicions of Adult Safeguarding concerns to the manager.
11. To gain a knowledge of and work in accordance with all policies, procedures and legislation in place for the safe and effective delivery of the Enablement Service.
12. To alert line managers of equipment or services needed by the service user, including assistive technology.
13. To attend regular meetings and receive allocated work, ensuring that relevant systems, procedures, working arrangements, legislation and professional standards are followed.
14. To attend supervision and achievement and development sessions as per service policy.
15. To attend training courses and/or qualifications as required and develop skills and knowledge in policies, procedures, competencies and expected standards of service delivery.
16. To promote and maintain a high standard of Customer Care inline with the Council's Corporate Values.
17. To carry out any other duties and responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge of:

- Knowledge and understanding of delivering enablement support

Experience of:

- Experience of working in a care environment and/or community services
- Experience of providing personal care in a social care setting
- Good IT skills or a willingness to learn how to use basic IT equipment and software (such as smart phones) that may be required within the role.
- Be prepared to work flexibly as an individual and as part of a team
- Good written and verbal communication skills
- Excellent customer care skills
- Ability to demonstrate compassion and empathy in meeting the care needs of service users.
- Ability to provide sensitive and dignified personal care regardless of gender.
- Ability to demonstrate awareness of and respect for people's diverse backgrounds and needs.
- Experience of carrying out service user Moving & Handling tasks
- Ability to work on own initiative and/or seek guidance when necessary

Qualifications:

- Minimum of NVQ 2 in care (or willing to work towards)
- Willingness to undertake essential training in order to meet statutory requirements and develop competencies within the workplace. Please note, this may take place outside usual working hours.
- Current driving licence and access to a car or means to mobility support

Desirable:

Knowledge of:

- Knowledge and understanding of delivering enablement support
- Understand and demonstrate skills required in a key worker role

Experience of:

- Experience of working within a range of service user's age and groups.



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences