

Job

To follow and implement care and support plans by enabling people to live as independently as possible in their own home, and within the wider community. You will help people to connect with the world around them, express themselves and make choices. You will be required to undertake direct personal care and offer support with day to day tasks.

Responsibilities:

- Support people with personal care: dressing/undressing, washing/bathing, support to eat and drink, continence care, assisting with medication.
- Support people with practical care: moving and handling, light housework, shopping, assisting with reading/writing, companionship.
- Support people to express their wishes/preferences/likes and dislikes.
- Ensure that care and support are delivered in person centred way.
- Offer emotional support and encouragement.
- Assist in identifying support needs with people themselves and how best these can be met.
- Follow care plans and record information in log books.
- Assist senior staff and management in maintaining appropriate links with peoples' families, relatives, next of kin and other professionals/agencies.
- Follow Herts at Home policies and procedures.
- Attend regular team meetings and supervisions.
- Complete mandatory training.
- Participate in development opportunities.
- Identify peoples' changing needs and communicate these to the line manager or other relevant members of management team.
- Immediately report any health and safety risks and safeguarding concerns, according to Herts at Home policies and procedures.
- Abide by the Skills for Care Code of Conduct for social care workers.
- Work flexibly across service locations (as required by the business need).
- Work shift patterns, including: weekends, evenings and Bank Holidays.

Person Specification

Our values:

- Care workers must be dependable and reliable and show respect for privacy and dignity.
- Care workers must empower people to maintain their independence, express wishes/choices/aspirations and preferences.
- Care workers must listen and respond to the needs of people they support.
- Care workers must be trusted and follow confidentiality principles.
- Care workers must communicate with respect and demonstrate empathic and person-centred approach.

Knowledge Skills and Abilities

Previous experience within care is not essential for the role, however candidates would be expected to demonstrate:

- Empathy and patience towards our customers, some of whom may present challenging behaviours.
- Ability to maintain confidentiality.
- Ability to build professional relationships with customers and their families and to understand their needs.
- An understanding of following care plans and ensuring the health and safety of people we support, colleagues and yourself.
- An ability to communicate well both verbally and in writing with people we support and colleagues
- Confidence and accuracy in recording information in the log books/diary sheets/communication book.

Qualifications

An accreditation in care such as the Skills for Care Certificate or an NVQ Care Certificate would be advantageous, but not essential for the role.

Previous experience of care within the community or residential/supported living care would be an advantage but not essential.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Herts At Home. We require employees to abide by legislation and best practice to enable us to achieve this. This role has been identified as requiring an Enhanced Disclosure & Barring Service (DBS) check. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by Herts At Home, as this is deemed a contractual requirement of employment.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.