



DOMICILIARY CARE WORKER JOB DESCRIPTION & SPECIFICATION

JOB TITLE: Domiciliary CareWorker

REPORTS TO:Registered Care Manager

JOB DESCRIPTION:

The role of the care worker is to perform duties and tasks to facilitate our service users to live at home in a safe, secure dignified and comfortable way. It is sometimes difficult to generalise about what the role of a care worker is. The best way of summing it up is that you will perform the tasks carried out by a close friend or relative but in a trained, professional, compassionate, and knowledgeable way.

In order to do this successfully, you must be aware of the needs and requirements of the service user and must communicate successfully not only with the service user, but also with other stakeholders such as family, friends, management, and other healthcare professionals. You also have a responsibility to alert management (or their representative) of any changes or causes for concern in the service user's condition or in the course of your duties.

There will be specific tasks identified for a particular service user. These may include personal care tasks, cooking and/or preparing meals and possibly assistance with feeding, shopping, housekeeping and laundry.

You will be briefed before undertaking any assignment with the specific tasks involved but, in every case, it is incumbent upon you to carry out the work in a safe and professional way and to adhere to the specific instructions as well as the policies and procedures of the company.

Care workers are frequently the only people that a service user may see on a daily basis and clearly there is a responsibility to report any relevant information back to management. It is not your role to become involved in notifying family, friends, or relatives of changes. This will be carried by the Win Healthcare admin team, based on the advice received from you.

It should be clearly understood that the role requires a great deal, sometimes both in physical and emotional ways, and carries a weight of responsibility.

Anyone who does not genuinely care about the welfare of other people will not be suitable for this job.

The equipment provided by Win Healthcare, such as uniform, identity badge and any other equipment required to carry out the role, are your responsibility, as is making sure that consumables such as disposable gloves and aprons are available and not in short supply.

Whilst the supply and upkeep of any equipment such as wheelchairs and hoists are not the responsibility of Win Healthcare or its employees, it is expected that causes for concern with any of such items would be passed by you to the management team.

By its nature domiciliary care requires care workers to travel from place to place, typically from one service user's home to the next. Your start time will be approximately 6.30am in the morning and finish time will be approximately 10pm at night. You must therefore have the ability to do this, and transport will be provided to you by the company.

A thorough induction and training programme is undertaken by every member of the Win Healthcare team. This constitutes both initial and ongoing training and is a requirement of all staff. Every member of staff will be required to apply for, and achieve, a satisfactory Criminal Record (DBS) check.

VALUES & ATTRIBUTES

Below are the essential values and attributes that we uphold at Win Healthcare, and they are expected from our staff, volunteers, trustees, and people who deliver services as part of our organisation.

Caring:

- **Do you want the job for the right reasons?** We require someone who can demonstrate a caring attitude, who goes the extra mile, who is selfless and willing to take on difficult tasks for the best outcomes for the service user. There is no room in this organisation for negative and callous attitudes or behaviours towards our service users. Win Healthcare has a **zero - tolerance** approach to abuse.

Honesty and Integrity:

- **Are you truthful?** – We expect you to be honest about any difficulties that you may have had in the past in previous roles or may have whilst working for us. This is so that we can support you and that any issues or concerns are addressed before they escalate. We have no space in our business for someone who doesn't understand the importance of being open and honest at all times.

Professionalism:

- **Are you professional?** - When you wear the Win Healthcare uniform you become the face of the company, and essentially an ambassador of what we represent.
- Are you well presented in your clothing, hair, shoes and nails?
- Is your language appropriate?
- Do you hold any qualifications pertinent to the role?
- Are you respectful in how you communicate with the service user, colleagues, and other professionals?

Flexibility:

- **Are you flexible?** - The more you can adjust to change, the easier it is for them to handle and thrive in new situations. From time to time the company may experience an increase in workflow due to illness, absence or other causes of shortages in staffing levels. We require you to be flexible in your ability to cover shifts as required for business continuity in line with working hour regulations.

Enthusiasm:

- **Are you enthusiastic?** - This is not only can be a good motivating factor, but it also is infectious. If you display enthusiasm in whatever goal it is that you are trying to accomplish, it can rub off on other people, creating a positive and productive chain of reaction which blends with the culture of the organisation.

Dependability:

- **Are they dependable?** - Being dependable and reliable shows that you respect other people and their time. It also shows that you have a diligent and hard-working spirit. Some signs of dependability include keeping your word, attending your allocated shifts, being punctual, cooperating with other people, follow Win Healthcare directions well and paying close attention to detail.

Smiles Make Smiles:

- **Do you smile often?** - As a representative of the business out in the community and also as sometimes the only face our service users see, therefore it is important that you have a relaxed and outgoing demeanour. Smiling and making eye contact is the first part of one's non-verbal communication. It also helps break the ice between two people and helps further communication.

PERSON SPECIFICATION

The essential criteria are those things which you must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage to have and/or are things that you could be trained to do.

Area	Criteria	Essential	Desirable
Personal Attributes	Genuine care for others Remain professional at all times Ability to work under pressure Good communication skills Ability to understand what the role entails Ability to follow instructions Commitment to the well-being of Service Users Good inter-personal skills Honest and reliable Commitment to maintaining high standards of care and support To maintain Continues Professional Development	X	
Physical Characteristics	Good standard of appearance as befits dealing with members of the public, Service Users, and practice staff. A uniform will be provided and should be worn at all times whilst at work	X	
Personal Qualities	A Care Certificate qualification /NVQ Level 2 in Health and Social Care or equivalent. (or achieve within 12 months) Verbal communication skills in English minimum Level 2. Simple numeracy skills Ability to work with people with personal care and support needs Ability to enable people do things for themselves Ability to enable people regain or maintain basic living skills Ability to respond flexibly to the changing needs of Service Users Ability to work as part of a team as well as on own initiative.	X	
Key Competencies	Flexible availability. To be able to represent the company well To be able to attend all Service user's calls. To understand the importance of such calls. To be able to cope with emergency and difficult situations. To be able to communicate with other people respectfully and effectively. To be able to maintain high standards of care provision.		

Knowledge	Basic understanding of supporting vulnerable adults in their own homes. Knowledge of Health and Safety issues.	X	
	Experience of supporting people with personal and home-based tasks. This can include unpaid support, for example caring for children or other family members	X	
	Understanding of issues facing older people, especially when living alone.	X	
	Understanding of confidentiality and privacy	X	

ESSENTIAL TASKS

The role may involve some or all of the follow Win Healthcare. This is not an exhaustive list:

- Assisting service users to get up, dressing and preparing them for their day
- Washing, bathing, showering, oral care, grooming.
- Toileting, assisting with use of commode, emptying commode.
- Continence management
- Using manual handling equipment as specified.
- Working with other care professionals such as District Nurses, GPs, etc.
- Assisting with prescribed medication
- Assist service users to go to bed, including undressing and washing
- Preparation of meals and assistance with feeding
- General household duties
- Bed making and laundry
- Food and household shopping
- Shopping and supplies management
- To keep accurate records of care visits.
- Medication administration where specified
- To prevent the spread of infection by exercising good hygiene techniques
- To use personal protective equipment to control and protect against infection
- To follow all instructions contained in risk assessments
- To report any concerns to management
- Documentation of daily log in notes and recording of medication administered
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POSTHOLDER DECLARATION

I agree to fulfil the duties and responsibilities as per the job description and specification above to the best of my ability within this role, and in line with the company's policies and procedures.

Name:

Signed:

Date: