JOB DESCRIPTION: CARE ASSISTANT

Reports to: Registered manager or supervisor

Purpose of role

To support customers with all aspects of their day to day living, so they can enjoy the best possible quality of life. You will mostly work alone with the customer in their home. Providing care and support offers many rewards, but can also be challenging. Compassion, good communication skills and a calm and caring manner are essential for this important role in our company.

Key responsibilities

To provide safe, reliable, compassionate care and support to meet the individual needs and wishes of each customer. Each person is unique therefore you must respect each customers' choice about how their care and support is given and promote their dignity at all times.

You may be the only person the customer sees over a period of time, it is therefore essential to report any changes or causes for concern to your line manager promptly. You need to be clear about when to seek help and advice in order to keep customers safe and promote their well-being.

Duties

Care and support

Give anti-discriminatory care and support that values the whole person rather than merely seeing a list of care needs. Carefully listen and observe how each customer prefers their care and support to be delivered on a day to day basis. Help them make their own decisions so they can be as independent as possible.

Follow the instructions in the care and support plan agreed with each customer. This may include:

- All aspects of personal care such as showering and bathing, dressing and grooming, dental hygiene, toileting and continence care
- Assisting with medicines, ordering and collecting prescriptions or returning unwanted medicines to the pharmacy for safe disposal
- Supporting the customer to eat and drink well. For example, helping the customer to plan what to eat and drink, giving gentle encouragement, shopping, preparing and serving food and drinks, clearing the table, washing up and keeping the kitchen area clean and tidy, agreeing with the customer how to store food safely and when to dispose of out of date produce
- Safely using aids and personal equipment in a manner that respects the dignity of customers. For example walking frames, wheelchairs, manual and electric hoists, sliding sheets and moving boards, hearing aids and other physical aids
- Housework such as dusting, tidying, washing floors, vacuuming and sweeping, doing the laundry and ironing, making beds and changing the linen

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- Social and physical activities or mental stimulation such as keeping in touch with friends/relatives, taking a customer out shopping or to social activities, hobbies such as reading, photo albums, games, etc.
- Supporting a customer through temporary and terminal illness, including end of life care, hospital appointments, liaising with community health support and families

Record and report

- The care and support that you provide and assistance with medicines
- Changes to a customer's condition or other concerns e.g. faulty equipment or hazards in the home
- Response to emergencies, accidents, incidents and safeguarding matters
- Contact with families, representatives or carers and other professionals
- Other matters as required by Bluebird Care procedures
- Keep all information about customers and their families secure and confidential except where policy requires you to share, to protect the interests of our customers

Work well as part of the Bluebird Care team

- Follow Bluebird Care policies, procedures and guidance at all times
- Take part in staff and customer meetings
- Attend training activities, supervisor and appraisal meetings

This list is not exhaustive and you may be asked to carry out additional duties. We will provide you with full training in line with regulatory requirements.

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Role specification

This provides a picture of the skills, knowledge and experience you must have to carry out the role. You should demonstrate how you meet the 'essential criteria' by giving examples where possible. We will use this information to select suitable applicants for this post.

Essential criteria
Personal attributes
Caring and compassionate towards people in need of care and support
Dedicated to anti-discriminatory care practice. This means respecting people suffering from a range of medical conditions with different backgrounds and beliefs to your own
Self-motivated and keen to learn. Willing to seek guidance when needed and to follow instructions
Excellent time keeper and reliable
Good hygiene practice, including personal hygiene and a smart appearance
Good stamina and level of fitness to meet the physical demands of the job
Knowledge and understanding
General understanding of the needs of people who require care and support
Respect for the rights of our customers. Understanding the importance of giving the best possible care and support centred on the individual needs and wishes of each customer
Understanding of what confidentiality means in relation to homecare services and why this is important
Experience and skills
Ability to listen, communicate clearly and build positive working relationships with customers, their families or representatives, Bluebird Care staff and other social and health care professionals
Ability to give care and support to customers with all aspects of their daily living. To always respect their dignity, privacy and choices, be non- judgemental and promote their independence
Good organisational skills, so customers receive the services they expect
Ability to use own initiative and work alone or as part of a team especially in an emergency
Numerical skills to support customers in managing their money and buying shopping or paying bills when requested to do so
Ability to keep written records in clear English about the care and support given to each customer, including help with medicines
Ability and willingness to follow Bluebird Care's policies, procedures and instructions and to participate in training

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Additional requirements
All staff are expected to meet regulatory training standards. Care assistants must attend initial Bluebird Care training before providing care and support to our customers. During the first 12 weeks you will continue to receive on the job and classroom based training to help you fully understand your role. You must be willing to participate in ongoing training so you can continue to give good and safe care and support
You will need to obtain a satisfactory criminal records check and evidence that your name is not listed as barred from working with vulnerable people
Full drivers licence with no more than 6 points, Class 1 business insurance and a current MOT (if using own car for business purposes)

Desirable criteria
A relevant care and/or health qualification
Previous experience as a care assistant or as an unpaid carer
Knowledge of how to recognise abuse and safeguarding procedures
Working knowledge of health and safety matters relating to homecare
Flexible approach to working

Commitments

People: Respect and understanding
We build and sustain relationships through openness and honesty
We are committed to providing anti-discriminatory care which is centred on the individual needs of our customers
We will act with integrity committed to the rights of our customers, including their rights to privacy, dignity and independence
We will treat people fairly, respecting their views and opinions
We will be open about our development needs and opportunities to grow our capabilities
We appreciate and recognise our colleagues' commitment and success
We will ensure we have regular 1:1's with our line managers completing all necessary paperwork
We will act as a mentor if required to support new members of our team
We understand the professional boundaries of our role and clear about our responsibilities and relationship we should have with our customers

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Performance: Customer
We will put our customer's interests at the heart of all we do to ensure they experience the service they expect
We will contribute to a culture where doing the right thing by the customer is key
We are accountable and deliver on the promises we make
We will deliver quality customer interactions every time and adhere to the professional appearance and courtesy standards
We understand the need for change
We will communicate clearly and concisely, tailoring the content and style for our customers to promote free flowing conversation
Passion: Care and compassion
We will listen, ask questions and seek to understand how we can help and support our customers, their families and representatives, our colleagues and other professionals
We will set high standards of professional conduct and encourage others to do the same
We are self-aware and we have a positive impact on customers and colleagues
We will control any unconscious prejudice
We will do the right thing, treating customers and colleagues fairly
Pride: Energy and pace
We will use our own initiative, working alone or as part of a team
We will be tenacious and maintain focus during times of change and uncertainty
We will take care of ourselves maintaining high levels of energy and enthusiasm
We will participate in team based meetings and continuous improvement activity with our customers' central to all our thinking
We will recover quickly from setbacks
We will remain positive and enthusiastic in challenging situations maintaining high levels of customer care and standards of conduct
We will demonstrate a 'can do' approach

Post holder declaration
I agree to fulfil the duties and responsibilities to the best of my ability within this role.

Name: …….

Signed: ……..... Date: ……

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