

JOB DESCRIPTION

<u>Title:</u>	Homecare Assistant
<u>Responsible To:</u>	Team Leader / Care and Support Managers
<u>Responsible For:</u>	N/A
<u>Date:</u>	February 2016
<u>Written by:</u>	Denise Taylor

Overall Purpose

To provide a Community Home Care Service to older people in their own homes always having regard for the customer's care plan.

Although often lone working, to work as part of a multi-disciplinary team delivering care and support services that promote independence and help customers have a good quality of life.

To carry out all duties in a way which respects the rights and dignity of the individual and promotes independence.

1.0 Care

- 1.1 To act as a key worker to an agreed number of customers, and to maintain written records.
- 1.2 To assist customers who need help with physical tasks, e.g. dressing, washing, shaving, bathing, eating, and drinking, in line with their care plan.
- 1.3 To respond to alarm calls and emergencies, involving the Team Leader or a Care and Support Manager as necessary.
- 1.4 To assist service users with mobility problems and help in the use and care of aids and personal equipment.
- 1.5 To assist in the administration of medication in accordance with the Medication Management Policy and Procedure.
- 1.6 To help promote continence through implementing actions agreed in the care plan, including emptying and cleaning used commodes, catheter care.
- 1.7 To help care for customers who are terminally ill and to ensure that their dignity is maintained.

- 1.8 To work with the Care and Support Manager to deliver integrated care and support to customers with the purpose of enabling them to maintain their independent living skills and to live full and active lives.
- 1.9 To make and change beds as necessary and to help customers tidy their rooms in accordance with their wishes.
- 1.10 To assist service users with their laundry and other housekeeping tasks as specified.
- 1.11 To participate in developing care and support plans to meet customer needs.
- 1.12 To review the appropriateness of the care and support plan on an ongoing basis and recommend amendments to the Care and Support Manager.
- 1.13 To ensure that up to date records are maintained.
- 1.14 To liaise with colleagues, customer relatives/friends, social workers and health care professionals as necessary.
- 1.15 To report to the Team Leader or Care and Support Managers any instances of poor practice or any matters affecting the safety or well being of the customer.
- 1.16 To assist customers with food preparation in accordance with the care and support plan, while promoting their independence and personal choices at all times.

2.0 Meeting Social and Spiritual Needs

- 2.1 To help and encourage customers to maintain contact with their family, friends and social/community groups.
- 2.2 To help customers to maintain contact with their churches/places of worship and to ensure that their religious needs are catered for.
- 2.3 To support and encourage customers to participate in activities and pursue their hobbies and interests.

3.0 Health and Safety

- 3.1 To comply with the CHS Health, Safety and Welfare Policy and fire procedures and contribute to good health and safety practice, in particular, ensuring that the risk assessment process is fully utilised to eliminate or manage risks.
- 3.2 To check and clean all equipment used, as required (e.g. wheel chairs, walking frames, bath hoists, commodes).
- 3.3 To implement the Home Care Service's risk assessment programme.
- 3.4 To report to the Team Leader or Care and Support Managers immediately any illness of an infectious nature, or accident whether to a customer or employee.
- 3.5 To report to the Team Leader or Care and Support Managers any building defects, faulty equipment or other potential hazard and take prompt action to manage the risk.

3.6 To promote safe working practices at all times and comply with the Home Care Service's lone working policy.

4.0 General

4.1 To comply with the requirements of the Care Certificate, and to report to the Team Leader or Care and Support Managers any event/activity/observation that appears to contradict the standards.

4.2 To communicate with the Team Leader or Care and Support Manager on any significant change to a Customer's physical or mental health or general wellbeing.

4.3 To read and write notes, reports, records, diary sheets, care and support plans.

4.4 To attend team meetings, supervision meetings and training sessions

4.5 To comply with the Home Care Service's policy on the use of mobile telephones.

4.6 To implement high standards of care at all times.

4.7 To comply with the CHS Equality and Diversity Policy Statement.

4.8 To comply with CHS's Schedule One Policy and Procedure relating to any possible conflict of interest relating to the business of CHS.

4.9 To carry out any other duties consistent with the nature and scope of the post as may be required from time to time to ensure the well being of customers and support the running of the service.

Behaviours

Communication – takes steps to keep others informed about what they need to know

Customer Focus – seeks to understand the needs of internal and external customers and aims to exceed these consistently

Flexible and Adaptable – adopts a practical approach to achieve the required results

Teamwork – works effectively with others and ensures team objectives are met. Acknowledges the good things others do

As the needs of the organisation change rapidly, this role will change accordingly; therefore this document should be viewed as guidelines which are subject to change