**JOB DESCRIPTION**

**ADULT AND COMMUNITY BASED SERVICES DEPARTMENT**

**JOB TITLE: HOME CARE FLEXIBLE**

**DIVISION: ADULTS**

**GRADE:** 5

**RESPONSIBLE TO:** REGISTERED CQC MANAGER

**POST REFERENCE:**  SR-101633

**Purpose of Post**

To support the Intermediate Care Team within Adult and Community Based Services by providing flexible, high level and intensive episodes of care for short periods of time when a person requires it the most, particularly on discharge from hospital.

To provide personal, social and practical support as identified in an individual’s Care/Support Plan.

To ensure a prompt, co-ordinated and effective response.

The service will be delivered in a manner which is timely, sensitive and responsive and encourages Services Users to regain skills enabling them to live as independently as possible in their own homes. Given the nature of the work a flexible approach to working patterns is essential.

To increase the number of people supported at home by reducing dependency and preventing avoidable admissions to residential and nursing care.

All staff will be expected to consider their role in the context of the Department’s Business Plan. Staff will be required to contribute constructively to the continuous improvement, performance management and best value culture and also the interagency context of the Department’s work.

**Key Relationships**

All staff will be expected to promote Team working within their particular staff group/service area but also across the Department as a whole, with corporate colleagues, with staff from other agencies and representative groups.

**Key Relationships:**

* Team Lead
* Registered Manager
* Home Care Supervisors

**Liaison:**

* Head of Business Unit (Prevention)
* Locality Managers
* Principal Practitioners
* Social Workers/Social Care Officers
* Occupational Therapists/Occupational Therapy Assistants
* Rapid Response Nurses
* Community Integrated Assessment Team
* Statutory and Independent sector bodies/agencies involved in working with people within Hartlepool
* Integrated Single Point of Access

**Main Duties and Responsibilities**

1. To provide a timely response enabling support to individuals living in the community and on discharge from hospital; maximise their independence, prevent further deterioration, enhance their quality of life and ensure they remain at home safely. This will be achieved by supporting people with their personal care and offering practical help to individuals living in the community in accordance with their care/support plan.
2. To adhere to the Service User’s care/support plan, including risk assessments and adhering to risk management strategies developed by the relevant professionals.
3. To record progress and report any areas of concern or significant changes in Services User’s circumstances to a Supervisor, Line-Manager or other relevant professional.
4. To facilitate Service User’s (and/or their carer’s) involvement in all aspects of their plan of care/support.
5. To support Services Users with their care regardless of their ethnicity, sex, sexual orientation, impairment or age.
6. To attend visits at the time agreed with the Service User.
7. To work to Borough Council policies, procedures and practice guidance.
8. To work in a professional manner in accordance with Hartlepool Borough Council Adult and Community Based Services Department Code of Conduct.
9. To respond to urgent situations and provide cover as required including cover for other members of the Team.
10. To keep up to date written records.
11. To complete administrative procedures regarding Service User documentation.
12. To contribute and participate in individual reviews.
13. To ensure the safety of Service Users at all times and comply with all Health and Safety regulations and procedures. Bring to the attention of the Supervisor and/or Registered Manager any issues relating to the service provision, including any matter relating to the safety of themselves and/or others.
14. To participate in training and development opportunities, as identified, to ensure skills and knowledge remain current.
15. Pro-actively engage in Supervision and annual appraisal.
16. Any other duties of a related nature which might reasonably be required and allocated by the Registered Manager, Supervisor or Team Lead.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

**Flexibility**

Home care staff will operate within a flexible service framework, providing a 7 day service, including bank holidays, between the hours of 7:30 am – 10:00 pm.

Given the nature of the service it is necessary that home care staff are available to work a substantial percentage of their contractual hours per week after 7 pm, at weekends and bank holidays.

The service requires that staff are available for 25% of their contractual hours after 7 pm and 25% at weekends and bank holidays over a period of time

Date: 07/10/2020

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**