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| **Job Description** |
| **Post title** | Home Care and Support Worker  |
| **JE Reference No** | N7526 |
| **Grade** | Grade 3 |
| **Service** | Adult and Health Service |
| **Service Area** | Adult Care – CDC & Support |
| **Reporting to** | This post is based in Adult Care, within the County Durham Care and Support Service.County Durham Care & Support, on behalf of the Adults Service, provides a community care and support service. The service is registered with the Care Quality Commission to provide care and support to individuals living in their own homes.Supervisor and Service Manager. |
| **Location** | Your normal place of work will be any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to **enhanced disclosure**. |
| **Flexitime** | This post **is not** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The key aim of the service is the promotion of independence enabling the service user to remain in their own home for as long as possible.

To provide a responsive, high quality, specialist, flexible, cost effective service in accordance with the relevant County Council regulations and requirements of the Essential Care Standards under the Care Standards Act 2000 and the requirements of the Care Quality Commission.

To provide hands on personal care and support, ensuring the promotion of independence enabling the service user to remain in their homes for as long as possible.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* All staff have an important role to play in achieving the mission aims and objectives of the Adult Service within Durham County Council.
* All staff are responsible for the quality of their own work and for the operation of the relevant parts of the quality system. This will involve operating the appropriate quality procedures applicable to the job, to ensure that all service users have their needs and expectations identified and fulfilled.
* It is expected that all members of staff will participate in appropriate staff development activities, aimed at maximising staff potential for the individual’s benefit and in ensuring continuous improvement in the quality of services provided.
* All members of staff are expected to manage and develop their role and responsibilities so as to focus on improving our service to all service users. The individual should represent and promote the organisation at any appropriate opportunity.
* Working flexibly, efficiently and in full co-operation with other staff within a team and other partners, to maintain the highest professional standards. Undertaking such other duties and responsibilities as are required to provide the service expected from the organisation.
* The department is committed to equality of opportunity for staff and service users. It is

expected that all staff apply equal opportunity and anti oppressive discrimination principles within their role.

* Adhere to DCC’s Policies and Procedures
* To ensure compliance with safe handling of medication in line with DCC Medication Policy
* To ensure professional boundaries are maintained
* To work flexibly on a rota basis within the core hours of the service.
* To ensure the promotion of independence, the encouragement and motivation of service users to regain/retain skills and confidence in daily living activities.
* To establish and maintain a professional relationship with service users, promoting good customer care at all times.
* Contribute to the development of Support/Goal Plans and Risk Assessments with individual Service Users
* To contribute to the assessment and reviewing process and monitor outcomes for service users to maximise independence.

* Work with families and other professionals to support Service Users
* Foster people’s equality diversity and rights.
* Promote effective communication and relationships.
* Promote, monitor and maintain Health and Safety and Security in the workplace.
* Carry out safe Moving and Handling practice in line with risk assessments.
* Contribute to the protection of individuals from abuse and follow Safeguarding Adults Procedures.
* Promote communication with individuals where there are communication differences.
* To provide direct care personal care and support to service users.
* Attend staff meetings.
* To contribute to the monitoring of the quality of service delivery and feedback any areas of change, concerns or improvements to management.
* To ensure that any relevant documentation relating to the service delivery is accurate, legible and current.
* To provide hands on personal care and support to individual service users. To work in an unsupervised capacity and expected to use initiative and act in emergencies.
* To attend to service users as programmed.
* To encourage and motivate service users to regain/retain their independence and confidence within their limitations.
* To monitor and report to the Line Manager on the condition of the service user. Particularly, reporting any significant change in the client’s wellbeing, progress, needs or circumstances.
* To assist and encourage clients to safely use special equipment provided.
* To undertake domestic and practical tasks as commissioned.

This job description gives a statement of the general purpose of the job and provides an outline of the duties and responsibilities involved. It is not intended to be comprehensive and it does not constitute a contract of employment.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 2 in Care or willingness to achieve within a set timescale
 | * Any of the following
* First Aid
* Food Hygiene Certificate
* Relevant courses / qualifications
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| Experience | * No essential experience however willingness to provide personal care required.
 | * Experience of caring in a personal or professional capacity.
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| Skills & Knowledge | * Able to work as a member of a team
* Excellent communication skills
* Basic numeracy and literacy skills
* Able to communicate in an effective manner and appropriate manner
* Able to handle difficult situations with minimum supervision.
* Basic understanding of Health & Safety issues
* Able to promote independence
* Able to deal with sensitive personal care tasks
* Able to recognise changes service user condition
* Basic administration skills.
* Ability to motivate and negotiate
* Excellent listening skills
* Effective time management skills
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| Personal Qualities | * Physically capable of moving and handling
* Willingness to work with flexibly to meet the needs of the service users.
* Able to deal with sensitive personal care tasks
* Pleasant and patient manner
* Available to work evenings, weekends and bank holidays
* Commitment to ongoing training
* Work on own initiative
* Good interpersonal skills
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