



Job Description: Care/Support Worker

Responsible to: Care Manager

Summary of Post

Main Responsibilities:

To undertake all care/support work with the sensitivity required to provide services in a way that maintains good communication and develops effective working relationships with our clients. To work in a manner that promotes respect, individuality, choice and the client's rights

- To undertake an active role in enabling and supporting each client to achieve and develop their own goals and outcomes and maximise their independence
- Liaise with agencies and other professionals as necessary
- Liaise with line manager, identify risks and concerns
- To adhere to all Future Care Solutions policies and procedures
- To support and enable clients to be actively involved in the running of their own homes and to remain an active part of the community

General duties to include:

To alert the Care Manager of any changes in the client's condition or circumstances

To develop good communication links with care staff and/or family members in the client's home

To prepare and cook meals as outlined in the care/support plan

To undertake housekeeping, household cleaning and laundry duties as requested if outlined in the care/support plan

To help with purchasing of provisions to provide an adequate, balanced and nutritional diet where necessary

Ensure as safe as possible living environment for clients whilst respecting their choice and rights

Provide personal care in a sensitive manner to clients living within their own home, this may include:

- Aiding clients with total body washing
- Assisting with toileting and all aspects of personal care
- Continence management
- Assisting clients with getting up and going to bed
- Assisting with the use of aids for their daily living and rehabilitation aids

Ensure the client is not put at risk because of home care activities

To support and enable clients to make decisions about their own lives by working within the guidelines of the care/support plan

Work as part of a team and equally be able to work alone

Dress appropriately for the role. Personal protective equipment, (PPE) must be worn as per government guidelines and in conjunction with the Future Care Solutions dress code policies. All PPE and uniforms are provided by Future Care Solutions. Hygiene guidelines must be adhered to at all times.

Take responsibility for the safe handling of property and equipment belonging to the client

Attend supervision, training and staff meetings as required

To be willing to travel between client's homes in the most efficient way possible (car user, cyclist, knowledge of public transport)

Be willing to work within client's own homes and accept different environments and varying capabilities of clients

Be available and willing to undertake any other tasks specified by the line management relevant to the role and the needs of the client

This job description is a guide and Future Care Solutions may require you to undertake other duties if required by the service



Person Specification: Community Support Worker

Criteria	Essential	Desirable
Qualification	Must be willing to work towards the Care Certificate Must attend Mandatory Refresher training annually	Achieved/willing to work towards Level 2 Diploma in Social Care (or equivalent NVQ2) relevant qualifications/ specialist training as required
Experience	Understanding of care provision, in either a paid or voluntary capacity (this can include care for friends/family members)	Experience of working in social care Understanding of long-term conditions & complex needs
Skills/Attributes	Excellent communication skills, including verbal and non-verbal, in order to be able to liaise effectively with office staff, social workers, clients and their family members Ability to follow detailed instructions The ability to display empathy and warmth	Good planning skills Ability to cope and manage change and sometimes stressful situations Must be able to work as a team and have the confidence to also work alone
Additional Requirements	If using own vehicle for work purposes, must have a full driving license, appropriate insurance, current Tax and MOT documents Punctuality Undertake an Enhanced Disclosure and Barring Service report (DBS)	