

**Job title:** Community Care Worker

**Responsible to:** Domiciliary Care Manager

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To work as a team member in partnership with the branch staff to deliver a service that encourages and promotes independence and well-being with the aim to re-able service users to care for themselves.

To give compassionate, practical help, personal care and support to clients who are unable to meet their own needs and require support with personal and daily living tasks in order to remain safely within their own homes. To look after the physical, emotional cultural and social needs of our clients using a person centred and outcome focused approach.

To observe and promote the client's choice, independence, dignity, privacy, fulfilment and other rights  
To adhere to all regulatory and statutory obligations along with Hafod's policies, procedures and guidelines.

### Key responsibilities

- Visit nominated clients in their own homes as directed by the branch staff
- Carry out all tasks with sensitivity to the wishes/choice of the client and when appropriate, caring relatives, in order to maintain a high standard and continuity of care that complies with the requirements of the service
- Encourage each individual to be as independent as possible and enable him/her to exercise informed choice taking into account any risk involved
- Use the most appropriate form of communication (verbal and/or non-verbal with the individual)
- Contribute to the protection of individuals from abuse
- Contribute to the health, safety and security of individuals and their environment, operating to standards as prescribed by health and safety legislation
- Notify the manager on duty of any matter affecting the well-being of the clients. Summon appropriate assistance in an emergency
- Maintain accurate legible, signed written records and submit them to the branch staff when required
- Assist the Manager in maintaining good liaison with other personnel involved in the care of the client e.g. community nurses, social workers etc. as part of a caring team

### Care

- Assist clients in and out of bed, who may be bedfast or wheelchair dependent, using safe procedures including use of any special equipment that has been supplied e.g. hoists
- Assist clients in dressing and undressing and the care of aids and personal equipment (eg deaf aids, glasses, dentures, etc.)
- Assist clients in personal hygiene – washing, shaving, bathing, etc. at the discretion of the manager
- Assist clients in feeding. Encourage clients to maximise their own abilities and skills
- Toileting and emptying commodes and disposal of incontinence pads
- Administration of Medications where appropriate and required
- Completion of some Clinical tasks where trained and required e.g. stoma care and eye drops

### Practical

- Light fires or operate other sources of warmth

- Prepare and cook simple meals where a meal is not available from an alternative source e.g. in absence of frozen or a meal delivery service
- Carry out domestic duties as agreed e.g. laundry, general cleaning etc.
- Undertake shopping and other duties in the community e.g. prescription collection, pension collection etc.

### General

- To co-operate with Hafod in complying with relevant health and safety legislation, policies and procedures in the performance of the duties of the post
- To behave in accordance with the company's Values
- To maintain confidentiality and observe data protection and associated guidelines where appropriate
- To ensure compliance with Hafod's policies and procedures at all times

The duties in this job description are not exhaustive and may be altered at any time to reflect the changing needs of the Organisation

This post is subject to enhanced disclosure as provided by the disclosure and barring service, an executive agency of the home office

Disclosure is a means for the organisation to check the background of job applicants to ensure that they do not have a history that would make them unsuitable for posts that involve working with vulnerable people

The organisation will only request disclosure from those that have been offered employment

### Person specification

#### Qualifications, knowledge and experience

- Basic understanding of the principles of care
- Understand the implications of abuse
- Have personal experience of caring for people e.g. raising a family, caring for elderly relative, voluntary or paid
- Level 2 in Health & Social Care\*

#### Skills & abilities

- Have basic practical skills e.g. preparing and cooking simple meals
- Understand the importance of health and safety issues in the client's home
- Confidential and discrete
- Ability to work under pressure
- Sensitive to the needs of the client group
- Commitment to own training and development
- Team worker
- Confidential and discrete
- Ability to work without supervision
- Ability to respond in a flexible manner to meet the needs of clients

#### Interpersonal skills

- To be able to act on own initiative
- Have an understanding of the importance of treating people fairly and with respect, regardless of race, sexuality, religion, age, gender or disability.

- Sensitive to the needs of the client group

**Other requirements**

- Need to be available for a flexible working pattern over seven days on a rota basis
- Able to work at short notice when required
- Valid driving licence and access to own car

\*Points marked with an asterisk are desirable rather than essential

**Team Structure**

