

Job Description

Healthcare Support Worker

Salary:	£22,440
Hours:	35 hours per week - various shifts including weekend work and evenings as required
Type of contract:	Permanent
Location:	Travel required around West Sussex
Reporting to:	Field Care Supervisor

Purpose of the role

The overall purpose of the role is to ensure the Care Service provides a high quality, person-centred Care Service to its users. Our aim is to enable customers to live independently with choice and control in their own home.

Are you passionate about changing the lives of disabled people, people with support needs and carers? Our vision is a fair society where everyone can participate and has the opportunity to fulfil their potential.

This rewarding role with an organisation that prioritises a fair, equal and supportive culture. We welcome application from black and minority ethnic candidates, and have an inclusive culture in which diversity of thought and mutual respect is the norm.

Key responsibilities and accountabilities

1. Care Service Team

- 1.1 To be an active member of the team, working in close collaboration with the Care service field staff and the care service office team
- 1.2 To participate in team meetings.
- 1.3 To represent and promote the Care Service externally, to maintain and enhance its reputation.
- 1.4 To uphold and embody the values and integrity of Independent Lives at all times.

2. Care Service delivery

- 2.1 To ensure that care is provided and health & safety guidelines are followed according to all relevant policies, procedures and regulations.
- 2.2 To provide personal care to customers in their own home as identified in the customer care plan.
- 2.3 To provide domestic assistance as identified in the customer care plan, which could include cleaning, food preparation, laundry, shopping, accompanying the customer in the community.
- 2.4 To transport customers to appointments and activities.
- 2.5 To assist with exercises and prescribed plans and follow any medical instructions which apply carefully and consistently.
- 2.6 To organise time and resources based on the individual needs of the customer.
- 2.7 To manage any unanticipated events or unstable situations
- 2.8 To keep accurate and up-to-date notes relating to tasks undertaken in a customer's home.
- 2.9 To inform the office of any changes to a customer's situation or needs which need to be addressed.
- 2.10 To report immediately to the office any illness, accident or non-entry to a customer's home.

3. General

- 3.1 The post holder is expected to work within and actively promote the mission, values and vision of Independent Lives to external stakeholders

and staff members, and to comply with all Independent Lives policies and procedures.

- 3.2 Annual objectives will be set out for this role which will be used to monitor and evaluate performance within the appraisal system.
- 3.3 To maintain a professional knowledge and competence and attend relevant training as required.
- 3.4 Attend team meetings and supervision meetings with line manager.
- 3.5 Other tasks within the remit of the job may be required from time to time.
- 3.6 The job description will be kept under review to ensure that it remains up to date.
- 3.7 The job holder will be consulted about any proposed changes to the role.

Person Specification

Experience	Essential	Desirable
Home care techniques including personal care, domestic tasks, food preparation & supporting with eating	✓	
Experience of on-call		✓
Ability to work within the safeguarding protocols, ensuring accurate recording and reporting		✓
Ability to communicate effectively at all levels and provide information to people with diverse support needs and abilities	✓	
Working knowledge of relevant legislation in care practice		✓
Experience and understanding of a care need assessment		✓
Experience of dealing with conflict and resolving the matter effectively		✓
Values		
Caring	✓	
Compassionate and understanding of others	✓	
Reliable, showing commitment to a team	✓	
Respect	✓	
Self-motivated with a 'can do' attitude	✓	
Skills, Knowledge & Aptitudes		
Effective time management & able to prioritise workload	✓	
Strong understanding of the social model of disability and willing to promote its ethos and principles.		✓
Computer literate with an ability to use web based apps		✓
Cultural awareness & sensitivity, empathy towards others	✓	
Qualifications		
NVQ Level 2 in Health and Social Care	✓	
Other		
Right to work in the UK	✓	
Own transport with full valid driving licence and business use car insurance	✓	
Two work related references	✓	
Well presented with a professional manner	✓	