

<b>Position Title:</b>	Care & Support Worker	<b>Position Summary</b>
<b>Reports to:</b>	Service Coordinator / Field Based Supervisor / Senior Care Worker	You will work within a set geographical area/scheme to provide an outcome based and person centered service to enable service users to live an independent life through a range of support services, including personal care, emotional and physical support, working in line with regulatory frameworks and that of Hales' own policies and procedures.

**Responsibilities and Accountabilities:** (Tasks, Business Processes and Procedures for which this job is responsible, and deliverables for which they are accountable.)

1	Familiarise yourself with the documented Care & Support plan and deliver services in line with the preferences, needs and outcomes within it at all times.
2	Promote independence by enabling service users to maintain their skills, actively encouraging service users to make informed decisions about their own life.
3	<p>Assist service users with all aspects of personal care including:</p> <ul style="list-style-type: none"> <li>▪ Washing, bathing or showering</li> <li>▪ Contenance care</li> <li>▪ Assisting to dress</li> <li>▪ Getting in and out of bed, general mobility</li> <li>▪ Shaving</li> <li>▪ Preparation of meals, eating and drinking</li> </ul> <p>In addition, non-personal tasks may include:</p> <ul style="list-style-type: none"> <li>▪ Ironing, shopping, washing up, laundry</li> <li>▪ Collection of pensions, social interaction and outings</li> <li>▪ Providing or obtaining information and assistance with form-filling</li> </ul>
4	Administer medication in line with the Hales Group Medication Policy and local authority procedures.
5	Ensure work undertaken is appropriate to meet the service users' outcomes within their support plan, reporting any changes in health, behaviour or wellbeing to your line manager without delay.
6	Report any safeguarding or poor practice concerns to your line manager without delay, or in your line manager's absence, to the relevant person.
7	Attend and contribute to mandatory peer group meetings and communication events.
8	Maintain accurate records including daily recording and medication administration records (MAR Chart) and maintain confidentiality in line with Hales Homecare Data protection policy and the relevant legislation in place at the time.
9	Attend and participate in all specialist and mandatory training as well as taking responsibility for your own ongoing learning and development. To also attend supervisions and staff meetings as requested in accordance with Hales Homecare policies.
10	Work your agreed rota pattern based around the service user needs and ensure all visits are attended in line with your duty of care.
11	Comply with all aspects of the Health & Safety at Work Act 1974 and Hales Group Policies and Procedures.
12	Maintain professional relationships and boundaries with service users and their families at all times.
13	Provide the highest standard of service and care to the service users, promoting progress towards their outcomes at all times.
14	Treat all colleagues, service users and their families with respect, dignity and courtesy and maintain confidentiality at all times in line with Hales Group Confidentiality Policy and the relevant legislation in place at the time.
15	Carry out any other duties proportionate with the role of Care & Support Worker to ensure the efficient running of the service, to create a safe, supportive and enabling environment to its users.
16	Ensure safe continuity of care is maintained by following the companies' attendance, absence and miscellaneous leave policy at all times.