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| **Role Profile & Person Specification** |
| **Job Title:** | **Domestic Support Assistant** |
| **Role Purpose:** | A Domestic Support Assistant will support clients to achieve tasks outlined in their support plans that help promote their independence, such as cleaning, laundry, shopping and general non care related support tasks. |
| **Company:** | Access Your Care Ltd |
| **Reporting to:** | Service Manager |
| **Who we are:** **What we do:****Our aim:** | Access Your Care is a Home Care and all round Home Support Agency. We provide a range of services such as traditional and specialist home care, overnight care, 24hour emergency care response service, shopping, cleaning, laundry, key safe fittings and much more. Carehub provides dynamic, premium domiciliary care services 24 hours a day, 365 days a year direct to our clients. The wide range of home care services that Carehub offer are tailored to suit client’s unique needs and ensure they are able to live independently at home with dignity. The Carehub service was formed because we are passionate about enabling people to remain independent in their own homes, offering services which have been shaped by the local community since 2011. Our vision is to continue to develop a number of innovate services offering the reassurance of a timely and proactive response to essential social care needs.  |

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| **Main duties and key responsibilities** |
| **Specific Duties*** Undertake all domestic /support work with the sensitivity required to provide services that will preserve the dignity, privacy, choice, independence and self-worth of the client and his/her family/carers
* Be available and willing to undertake any other tasks specified by the line manager relevant to the role of the post and the needs of the client.
* To undertake domestic support tasks outlined in the support plan
* To maintain good communication and develop effective working relationships with clients and staff
* Liaise and work alongside partners and other professionals towards the common goal of providing a high quality service to the client
* Understand and act upon any situation which may harm the client
* To act in a positive manner in support of the care needs of each client. To apply good practices in any of the services you are requested to provide.
* To participate in a team approach in relation to delivering Clients Services.
* To respect a clients environment / standards and not to impose your own standards upon them.
* To maintain written records and reports, in accordance with company policy.
* To maintain a code of full confidentiality in regard to information on clients whether verbally or written.
* To comply with the support plans / work schedules provided
* To report instances of poor practices and any matters affecting the safety or well being of Clients.
* To Respect and take good care of client’s property and possessions.
* To attend clients on time and stay for the duration of allocated time.
* To carry out domestic duties as required meeting the needs of Clients.
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| **Other duties/responsibilities*** To have accurate knowledge of the company including the structure of the organisation and services provided
* To learn company policies and procedures and ensure these are followed continually throughout employment
* To understand and comply with both company and legislative requirements regarding confidentiality and data protection
* To complete all mandatory training, undertake regular updates and maintain awareness of best practice
* To attend staff meetings as required and attend supervision/annual appraisal meetings with line manager
* To represent the company in a professional manner at all times, on the telephone, face to face or in written communication
* To work according to processes and policies alongside other agencies in North Somerset and in line with the company’s multi-agency working ethos.
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| **Safeguarding and Safety*** To attend safeguarding training and have knowledge of company and local policies relating to safeguarding
* To have the ability to identify potential or actual abuse, to be able to take appropriate preventative measures and respond to allegations of abuse
* To report any safeguarding concerns, untoward incidents or accidents to your line manager in accordance with company policy
* To identify risk of infection or contamination and alert concerns to your line manager for further assessment
* To be responsible for Health & Safety, ensuring that all faults and hazards are reported and recorded to contribute to a safe environment.
* To follow actions identified in risk assessments in accordance with company policies and standard legislative health and safety requirements.

**Company Values** **Below are our company values that are incorporated into our recruitment process, these are behaviours that are expected from all staff who work at Access Your Care:****Quality of Care** – Treating everyone with dignity and respect, promoting and upholding their rights, privacy, health and wellbeing. Understanding and promoting: equality, diversity and inclusion.**Team Work** - Working effectively with a range of people both inside and outside of the Company ensuring the delivery of safe, high quality care and support; working in a reliable, trustworthy manner, inspiring confidence in others.**Continuous Development** –Identifying and embracing change, readily seeking opportunities to be innovative. Keeping informed regarding Company developments and taking personal responsibility to update own knowledge, skills and experience to improve the quality of care and support provided.**Person Centred** - Listening to and recognising the customers’ perspective and seeking to understand their different needs. Understanding the importance of customer participation and choice, communicating in an effective and empathetic manner.**Integrity** – Honest and open taking responsibility for own actions and ensuring that outcomes are achieved by doing the right thing.**Person Specification Below** |
| **Person Specification** |
|  | **Essential** | **Desirable** |
| **Qualifications** |
| Good level of general education |  |   |
| NVQ or other professional qualification in Health and Social Care |   |  |
| Ability to undertake compulsory induction training programme |  |  |
| **Experience & Knowledge** |
| Previous experience in a similar role |  |  |
| Basic understanding of respecting rights, dignity, privacy, equality & diversity |  |  |
| **Skills & Abilities** |
| Good level of written and spoken English |  |  |
| Ability to report accurate and factual notes  |  |  |
| Ability to communicate clearly with clients, colleagues and other professionals |  |  |
| Ability to work as part of a team and work co-operatively with clients and other professionals |  |  |
| **Personal Qualities** |
| Caring, compassionate and patient nature |  |  |
| Self-motivated and willingness to learn |  |  |
| Reliable and willing to work flexibly |  |  |
| **Additional requirements** |
| Full , valid driving license & access to a suitable vehicle |  |  |
| Satisfactory Disclosure and Barring services clearance |  |  |