



ACCESS YOUR CARE
Life on your terms

Role Profile & Person Specification	
Job Title:	Adult Care Worker
Role Purpose:	<p>To work as part of the Adult Care Worker team to provide support to Clients to help them maintain their dignity, individuality and independence within their own home environment whilst promoting the company's policy of maintaining, choice, rights, fulfilment, privacy and equal opportunities.</p> <p>The role demands quality care and good practices surrounding the physical, emotional and social needs of each individual client.</p>
Company:	Access Your Care Ltd
Reporting to:	Registered Manager
Who we are	Access Your Care is a home care and all round home support agency based in Clevedon, we cover all major towns and villages within North Somerset.
Our aim:	The company 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, for the local community since 2011. Our vision is to continue to develop innovate services offering the reassurance of a timely and proactive response to essential social care needs.
What we do:	<p>We provide a range of services such as traditional and more specialist care, overnight care, shopping, cleaning, sitting and welfare visits, key safe fittings and much more. We also hold the contract for North Somerset's 'Carelink' 24 hour pendant service, offering a 24hour emergency care response service. We work with individuals who are self funding their own care as well as being commissioned by North Somerset Council and the local Clinical Commissioning Group and nursing teams. We cover all major towns and villages in North Somerset therefore our workload is localised but varied.</p> <p>Access Your Care provides dynamic, premium domiciliary care services 24 hours a day, 365 days a year. The wide range of home care services that we offer are tailored to suit clients' unique needs and ensure they are able to live independently at home with dignity.</p> <p>Our 'Response24' service provides a service for North Somerset Councils monitored alarm service, Carelink. The service responds to pendant activations 24 hours a day when local contacts are unable to attend. The service also works closely with North Somerset Community Partnership Rapid Response team assisting them with patients who have fallen or to prevent hospital admissions.</p>

Main duties and key responsibilities

Specific Duties

- Undertake all care /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
- To assist service users with specific care needs as defined in their individual care plan. Duties may include, but are not restricted to: Washing and bathing, assisting clients to dress and undress, oral care, eye care, catheter care, medication administration and pressure area care
- To assist clients with mobility problems and/or other physical disabilities including incontinence, to use aids and personal equipment i.e. hoists, assistive technology etc. in line with individual care plans
- To undertake 'on call' shifts to be available to provide an immediate response to clients who have pressed their alarm system – these calls outs can range from welfare visits, providing personal care, unknown scenarios until arrival, to assisting clients who have fallen.
- 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 follow appropriate infection prevention and control procedures
- 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 assist Clients through change, including arrangements for referral, admission, discharge and transition to other services.
- To participate, where appropriate, in planning and meeting physical, intellectual, social and emotional care needs of each Client. This will include dealing with the behavioural difficulties and vulnerabilities, participating in the development of Client plans of care/support and attendance and involvement in Client care reviews and conferences.
- 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 participate in additional care related duties as required for the efficient running of the care delivery service.
- To maintain good communication and develop effective working relationships with clients and staff
- As a 'key worker' to take responsibility for additional tasks for specific Clients.
- To be involved in the preparation, cooking and serving of food to meet the daily needs of the Clients. Care assistants to share in mealtimes as appropriate.
- To carry out domestic duties as required meeting the needs of Clients.

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.

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		
	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		
An understanding of the health and social care sector and the provision of care in the community		✓
Ability and willingness to undertake personal care	✓	
Previous experience in a similar role		✓
An understanding of person-centred care		✓
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	✓	