

Domiciliary Care Officer (Care Worker) (Day or Night)

Care & Support (C&S)

Overview	
Role Purpose	This position is key to supporting us to deliver a high-quality service to our customers, enabling them to live life to the full
Responsible for	Delivering excellent personal care and support
Reports to	Care Coordinator (also to receive direction from other delegated senior staff members)
Line management	n/a
Date	July 2019

Role relationships	
Internal	All colleagues based in our services, including those delivering housing management services to our customers; management; central support services based out of our head office
External	Families and carers of our customers, agencies working with us to support our customers, supporting in preparing for commissioners and CQC as directed by your line manager

Role accountabilities
<p>Key tasks:</p> <ul style="list-style-type: none"> • Promoting customers' dignity, choice, rights and independence <ul style="list-style-type: none"> ○ Listen to customers to ensure you are meeting their needs ○ Ask customers what they would like and how they would like things to be done before undertaking any task ○ Build professional working relationships with customers/staff to create trust and respect ○ Communicate with customers/colleagues to ensure needs are met appropriately ○ Let management/senior staff know if you are concerned about a customer's health/wellbeing • Promoting a pleasant, safe and homely environment <ul style="list-style-type: none"> ○ Report anything you think is unsafe in relation to your work or to a customer ○ Actively participate in health and safety inspections of the building and working practices ○ Remember that you are working in customers' homes and respect their environment

Role accountabilities

- Follow NHG's health and safety policies
- Report bad practice to your line manager/senior member of staff
- Always meet the requirements of the Appearance Code
- Be awake and alert at all times whilst on duty (including break times for night staff)
- Assisting customers with their physical and social needs, ensuring all emotional and physical needs are met
 - Provide medication to customers following NHG's Medication Policy
 - Assist customers in cleaning their homes
 - Assist customers to shop, cook and prepare food (some customers may also require assistance with eating)
 - Assist male and female customers with their personal care such as washing, bathing, toilet and dressing
 - Follow NHG's policies for good practice in these areas (e.g. Moving and Handling, Basic Food Hygiene, customer finances, etc.)
- Ensuring customers receive appropriate care, as determined by their care/support plan
 - Work closely with your line manager to ensure customers receive appropriate and agreed amount of care and support
 - Keep good quality and accurate records to show where you have been working and what you have been doing
 - Let the manager/senior member of staff know if you think the care/support plan needs updating
- Continuously improving your skills and the way you work
 - Work towards a Diploma in Health and Social Care (if you do not already hold it or an equivalent NVQ)
 - Qualified staff will be required to key work customers, including support planning and liaison with Social Services
 - Keep your training up to date and attend required training courses/workshops to improve and refresh skills
 - Be aware of, and follow, all NHG policies, procedures and financial regulations
 - Always look and behave in a professional manner, promoting the reputation of NHG

Other duties:

- Qualified staff will be required to be the responsible shift officer, even when other senior members of staff are on duty
- Understand the importance of taking care of your own health and safety and that of others; follow guidance outlined in NHG's Safety Management System

The tasks and responsibilities outlined above are not exhaustive, the post holder may

Role accountabilities

undertake other duties as is reasonably required

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours

Accountability and delivery

Collaboration:

- Challenge and support each other
- Partnerships make us and our communities stronger
- We are united and we are one NHG

Communication and inclusion

Integrity:

- Act with integrity and openness
- Motivated by the positive impact of our work
- Independent, financially strong, with good governance

Customer focus

Service improvement

Inspiration:

- Inspired by what we do and where we've come from
- Committed, relevant and make a difference
- Belief that actions can change lives and communities for the better

As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate

Essential knowledge, experience and skills

Professional expertise (know how & experience)

- Ability to provide personal care for older people, including assisting people to wash, dress and attend to all personal needs
- Good understanding of health and safety in the workplace and in the home

Skills

- Ability to cook and clean
- Good spoken English (essential)

Qualifications and/or professional membership

Must have the ability to complete Skills for Care induction and Diploma in Health and Social Care (if not already, or equivalent NVQ)

Role requirements

DBS

- Enhanced DBS and barred list check

Data and information processing	<ul style="list-style-type: none">Information/Data User (all staff)
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Role profile