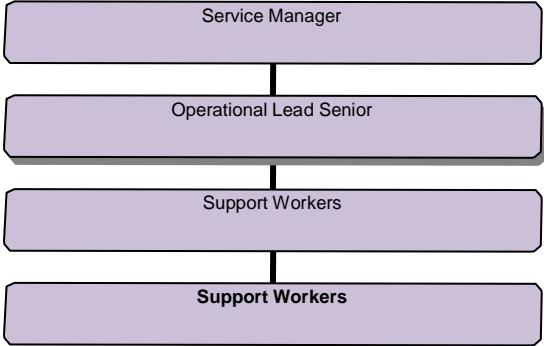


Job Description

Job Title:	Care Support Worker	
Service:	Extra Care Housing – Older Adults	Section: Domiciliary Care – Older Adults
Reports To:	Senior Support Worker	Location: Please refer to advert
Employment Status: Permanent; working on a rota pattern 7 days over 14.		
Hours of Work: Agreed contracted hours per week working a rolling rota, including mornings, evenings, weekends and Bank Holidays (night shifts are available also). Our Extra Care Housing Schemes provides a seven day a week service 24 hours a day.		
Job Purpose: Providing a wide range of support to tenants. Working alongside a team, using skills to encourage, support and provide high quality specialist care. Scheme in Finchampstead includes dealing with housing and maintenance issues		
Team Purpose: To provide care services to vulnerable adults within a sheltered housing environment.		
Organisation Chart:		
 <pre> graph TD SM[Service Manager] --- OLS[Operational Lead Senior] OLS --- SW1[Support Workers] SW1 --- SW2[Support Workers] </pre>		
DIMENSIONS: Budgets directly controlled: Budgets monitored on day-to-day basis: Number of employees managed/supervised: Nature of physical assets directly controlled:		None None None None
Nature and type of internal contacts:		
<ul style="list-style-type: none"> • Regular exchange with customer service, seniors and care and support staff • Discussion with manager/ senior support worker as and when required • Care managers, OT's 		
Nature and type of external contacts:		
<ul style="list-style-type: none"> • Main contact is with customers for whom care is provided, other members of the household and family members • Contact with GPs, DNs, HVS, and Chiropodists, other carers - formal and informal. • Regular exchange with WBC contractors • Liaison with Day Centres. 		

Health and Safety responsibility

In accordance with the provisions of the Health and Safety at Work Act 1974 take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Company to enable the Company to perform or comply with its duties under statutory health and safety provisions.

Main Tasks/Accountabilities:

(Refer to Behaviour Profile for information about core behaviours)

All work to be undertaken in accordance with the National Minimum Standards for Domiciliary Care and Optalis Core values.

All tasks, related to housing, to be undertaken within Housing Law, as identified by WBC Tenant Services.

Ensuring information is shared with team members in good time which is relevant to service delivery, customer care and customer/staff safety.

Undertaking hands-on care.

To provide customers with care support, as identified in their individual care plans, which could include, personal care, medication, nutrition needs, and domestic tasks. Promoting choice, ensuring all delivery of care is customer focused and is delivered with dignity and respect.

Understanding the needs of the customers and attending training to enable greater knowledge, as required.

Tenant Services:

To assist with tenants and relatives queries, in the managers absence and report any concerns to the manager.

To report faults and repairs to the relevant persons, keeping the tenant informed of the situation.

To carry out and comply with Fire Alarm Tests.

To complete building maintenance checks, as identified by the manager.

Housekeeping:

To complete daily housekeeping tasks, such as cleaning and food preparation as identified by the manager.

Office/ administration:

To assist and back up with office duties on a daily basis.

To ensure care plans are reflective of the care required and report to manager/senior if changes are required.

To attend meetings and training, as identified by the company

Staffs are required to attend staff meetings and attend training that is relevant to them delivery care services.

JOB CONTEXT:

The post holder is required to supervise an in house workforce to ensure that vulnerable people living within the scheme receive a quality service with good outcomes. This is undertaken through shift work, which covers 7 days a week, 24 hours a day.

Person Specification

Please ensure that you read the person specification carefully, as this will be used to assess candidates as part of the shortlist and interview process.

E = Essential to carry out role to minimum required standard

D = Desirable but not essential to carry out the role

<p>Knowledge/Qualifications:</p> <ul style="list-style-type: none"> • Knowledge of dignity in care • Knowledge of outcomes based care delivery • NVQ Level 2 or equivalent • Knowledge of assistive technology • Knowledge of housing law 	<p>E E</p>	<p>D D D</p>
<p>Skills/Abilities:</p> <ul style="list-style-type: none"> • Communication skills • Interpersonal skills • Ability to record/report observations accurately • Planning skills • Ability to work under pressure • Computer literate • To be able to act professionally when discussing sensitive issue 	<p>E E E E E E</p>	
<p>Experience:</p> <ul style="list-style-type: none"> • Significant experience of work in the care industry 		<p>D</p>
<p>Personal Qualities:</p> <ul style="list-style-type: none"> • Ability to work as part of a team • A caring and professional attitude • A good listener • A sense of responsibility • A positive attitude • Ability to use initiative 	<p>E E E E E</p>	
<p>Special Factors:</p> <ul style="list-style-type: none"> • To assist in the management of the flats, ensuring tenants can access information and repairs when required. • To assist in managing the building, reporting maintenance issues and having contact with contractors (IF APPLICABLE) • Specified rota pattern including weekends, bank holiday, mornings and evenings. • Full driving license – some tenants require support with tasks which involve being transported 	<p>E E E E</p>	

Behaviour Profile

Core Behaviours	Degree Required	Behaviour Statement
✓ Personal Effectiveness	Facilitates	Facilitates decision making & makes decision, uses initiative and is accountable for decisions.
✓ Impact	Facilitates	Remains focussed on detail, follows work/issues through; delivers what they have committed to, whilst considering their impact on others.
✓ Resilience	Acts	Accept & adapts to both significant & day to day change; Seeks to identify the benefits & opportunities created by change; Maintains effective performance under pressure & ambiguity
✓ Joined Up Thinking	Acts	Demonstrates an awareness of how to operate within the formal & informal organisational structures; acts in accordance with Optalis core values.
✓ Analysis & Judgment	Acts	Acts with & uses 'common sense' in reaching a solution; does not ignore problems - tackles them by breaking them down & considering all factors; complies fully with Optalis Risk Management Policy
✓ Interpersonal	Facilitates	Shares information; seeks to appreciate the role of other colleague/customer role & issues; facilitates issue resolution & does not ignore minor issues that could lead to conflict.
✓ Customer & Community Focus	Acts	Acts appropriately to internal & external customer requests, ensures customer satisfaction, takes responsibility for correcting issues.
✓ Respect	Facilitates	Promotes and facilitates equality, diversity, rights and responsibilities of individuals. Deals with difficult situations sensitively.