

JOB DESCRIPTION

Title: Agency Worker
Employed by: Crossroads Care NI Group
Responsible to: Agency Scheme Manager
Hourly Rate: Rates vary depending on shift and will be confirmed upon the offering of assignments

OVERALL PURPOSE OF THE JOB

To work on temporary assignments where a hiring company requires relief, assistance and cover at short notice.

Agency Workers will be under the direction of the hiring company at all times during an assignment.

The post holder will be involved in the provision of personal, social and domestic care similar to that given by the primary carer or as stipulated within a personal care plan in conjunction with advice from the hiring company respecting confidentiality at all times.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Attend the assignment as agreed to perform duties as specified by the hiring company and stipulated within any personal care plan.

Listen to the directions and requests of both the person with care needs and the hiring organisation and whenever possible only apply these where they are consistent with the care plan.

Ensure compliance with provisions of personal care plan and whenever possible apply these where consistent with care plan.

Comply with Registration Requirements of N.I.S.C.C.

Comply with requirements of Regulation and Quality Improvement Authority

Advise your shift manager of any changes to your personal circumstances which impinge upon your duties as an Agency Healthcare Worker.

All tasks and duties that you are expected to do will be provided to you before each assignment. We will not offer you an assignment which include tasks you are not trained to carry out.

As an agency worker, you will represent Crossroads at all times. Therefore, you must maintain a professional manner and complete all assignment to the highest standards.

Below is a non-exhaustive list of tasks you may be asked to carry out within an assignment:

PERSONAL AND SOCIAL CARE TASKS

- ✓ Bathing in bed/bathroom/chair to include essential aspects of personal hygiene.
- ✓ Assist in the management of continence of bladder and bowel.
- ✓ Assist with dressing and undressing.
- ✓ Assist with mobility and transfers, using correctly, any specialised equipment provided. Clients must not be moved / lifted without use of specialised equipment.
- ✓ Assist with feeding as stipulated in care plan.
- ✓ Administer only the medication as prescribed by a qualified medical practitioner under the direction of the hiring company. Where applicable, ensure recording of medication is

- made in the appropriate care plan document, and always comply with the hiring company's medical policy
- ✓ Assist with therapeutic programmes designed, under medical direction, to help an individual's progress, as advised by the relevant professional and under the direction of the hiring company
 - ✓ Assist with the provision of a safe environment for those who need constant supervision and help. This must be in accordance with current health and safety legislation.
 - ✓ Assist with the provision of emotional support to the family as part of a caring team.
 - ✓ Supervise the person with a disability outside the home as advised by the hiring company, with written permission from the disabled person, responsible carer or as is stipulated in the care plan.
 - ✓ To be able to effectively communicate with service users, work colleagues and managers.

DOMESTIC TASKS

Some light domestic duties may be carried out as follows:

- ✓ Making and changing the service user's bed.
- ✓ Essential laundering for the service user only.
- ✓ Essential shopping for the service user only (receipts should be obtained for all purchases).
- ✓ Preparing meals for the service user and washing up thereafter.

ADMINISTRATION AND TRAINING

- ✓ Notify your shift manager immediately of any change in availability to work.
- ✓ Observe and report back promptly to the hiring company any alteration in the family circumstances affecting service provision.
- ✓ Liaise regularly with the shift manager.
- ✓ Attend regular team meetings.
- ✓ Complete and submit weekly time sheets and expense claims to your manager. You must ensure that the hiring company signs your timesheet after each assignment.
- ✓ Participate in an induction programme and attend ongoing in-service training determined by individual need; or organisational requirements or statutory obligations.
- ✓ Maintain training annually.
- ✓ Maintain NISCC registration.
- ✓ Undertake an Enhanced Disclosure check annually.
- ✓ Maintain confidentiality.
- ✓ Adhere to Crossroads policies and procedures.
- ✓ Adhere to each hiring companies' policies and procedures.

It is vital that this information is kept confidential and unauthorised disclosure of personal client information is considered to be gross misconduct; which may result in disciplinary action.

This Job Description and the tasks identified are not exhaustive and will be subject to review in light of the changing circumstances. It is not intended to be rigid and inflexible, but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned; this may involve working in a different setting.

PERSONNEL SPECIFICATION

Essential Criteria:

- ✓ 3 months previous experience working within a healthcare setting
- ✓ Reliable, trustworthy and dependable
- ✓ Highly self-motivated
- ✓ Integrity and good character - being honest and trustworthy
- ✓ Works to high standards
- ✓ Ability to maintain confidentiality

Desirable Criteria:

- ✓ 6 months previous experience working within a healthcare setting

N.B. Crossroads reserves the right to interview only those candidates who appear from the information provided to be the most suitable for the post.