SUPPORT CARE WORKER

Job Description and Person Specification

HARMONI

people + potential

The post holder will be expected to operate in line with our workplace values which are:

Workplace Values

- **Dignity and Respect**
- **Learning and Reflection**
- **Working Together**
- **Commitment to Quality Care and Support**

Hourly Rate: £12.88 or £13.10 dependent on qualification level

Main Duties and Responsibilities

- To promote independent living skills and assist with all aspects of personal care including washing, personal hygiene, dressing, assisting with meals, cleaning, personal finances and the administration of medication, whilst ensuring dignity and respect are always maintained for people who use our care and support service.
- To show commitment to the mental and physical wellbeing of people who use our care and support service by helping them participate in activities or hobbies of interest to them. This will ensure positive outcomes for the individual.
- To work together in a supportive partnership with families and significant others to ensure that the people who use our care and support service have their needs identified and met.
- To work together to continuously improve our care and support services by participating in training and development programmes.

Dignity and Respect

- You spend time listening to people to get to know them and their needs.
- You respect people's right to make their own choices and decisions about how they want to be supported.
- You communicate with people in a clear, open and straight-forward way, using appropriate language.
- You allow people to maintain their dignity and feel comfortable, particularly when receiving personal care.
- You protect and respect people's confidential personal information.
- You check with people about how they want to be addressed and use humour appropriately.
- You respect people's homes, family relationships and facilities.
- You respect the position of trust you have with the people who need care and support.
- You deal sensitively and appropriately with behaviour that challenges.

Learning and Reflection

- You accept and think about any feedback you are given about your work and learn from the feedback.
- You are honest and transparent and are not afraid to admit when you have made a mistake.
- You know your own limits and can identify when you need help and support and are feeling stressed by your work.
- You commit to personal learning and developing.
- You seek, reflect on and learn from feedback.

Working Together

- You empower, encourage and enable people who need care and support to do things for themselves and to make their own decisions.
- You offer people a range of realistic options and choices about the support available to them.
- You are committed to working as part of a team and support others in the team.
- You communicate effectively with others, using detailed and appropriate communication, including handover tools.
- You understand and respect that other people have different priorities and needs.
- You adapt your approach according to the individual, situation and context.

Commitment to Quality Care and Support

- You give people your full attention and help people when they need it most.
- You are warm, kind, reliable, empathetic and compassionate towards the people you support.
- You are flexible and react calmly to whatever goes on in the day making changes as necessary.
- You have clear boundaries with the people who need care and support and follow procedures and guidelines in your work.
- You take personal responsibility for the provision of excellent, safe, high-quality care and support to others.
- You have the courage to speak up and challenge the quality of care being provided.

Note: No job description can cover every issue which may arise within the post at various times. The job holder is expected to carry out other duties from time to time that are broadly consistent with those in this document.

Person Specification

Education/Qualifications:

- GCSE English and Maths at grade C (or equivalent)
- Level 2 Qualification in Health and Social Care or equivalent
  (Level 3 will receive an enhanced hourly rate)

If you do not possess any of the above, a commitment to undertake relevant training

Skills/Experience:

- Six months experience caring for a vulnerable person
  (This can be paid, voluntary or your own personal life experience)
- Organised and methodical to keep records and follow procedures
- Good communication skills with a positive attitude
- Caring, sensitive and patient
- Reliable, punctual, and flexible

Values:

Ability to demonstrate understanding and apply our workplace values. These are embedded in all roles and applicants must evidence their values as part of the application process.

- Dignity and respect
- Learning and reflection
- Working Together
- Commitment to quality care and support

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