Carer Support Worker

Job description

Staff will be encouraged and supported to see their work in terms of helping people to achieve their goals and desired outcomes and not just to perform the prescribed tasks. The job description is a broad description of the duties a Carer Support Worker will be expected to perform with some examples given for what the main duties involve. The exact duties to be carried out for each person with care needs are not limited to those examples; these will be agreed with a senior member of staff before the Carer Support Worker begins providing support and will then be set out in a care and support plan. Comprehensive induction training will be provided. Staff will not work unsupervised until induction has been successfully completed.

East Sussex Brighton & Hove Crossroads Care provides support to carers and people with care needs 24 hours a day, 365 days a year. The Carer Support Worker’s working pattern will be agreed between them and a senior member of staff.

**Job title:** Carer Support Worker

**Location:** The Carer Support Worker will work in the service user’s home and support Service users to go out in the community.

**Responsible to:** Care Manager

**Main aims of the post**

* To offer carers a respite break from their caring duties.
* To support children, young adults and adults with a wide range of care and support needs, to allow their carers to have a break.
* To provide care and support within the carer/client’s own home or within the local community (dependent on a community visits risk assessment).
* Provide personal care with dignity and respect.
* Provide client-led activities that promote personal skills and independence.
* Respond to clients’ health and medication needs – this may include the administration of medication and deployment of specialist clinical tasks (where you have been given full training and competency checks).
* Assist in new staff induction processes by providing shadowing for new staff members.

**Key Responsibilities**

* Ensuring all clients receive prompt and safe personal care; this may include but is not restricted to assisted toileting, bed changes, catheter bag drainage and supporting with eating and drinking (including adapted diets).
* Assisting with dressing / undressing, choice of clothes and personal appearance.
* Planning and providing client-led activities.
* Taking clients out into the community where a full risk assessment has been completed.
* Helping the client to prepare food and drinks.
* Supporting the client to take their medication in a person-centred way.
* Undertaking specialist medical tasks as agreed and after appropriate training.
* Assisting with mobility, including the use of wheelchairs.
* Providing emotional support and companionship to carers and clients.
* Carrying out basic first aid and notifying emergency services where necessary.
* Reporting any safeguarding concerns to your Line Manager or the Registered Manager.
* Ensuring Infection Prevention & Control guidance is followed e.g. using PPE effectively.
* Following client care plans and risk assessments.
* Reporting any accidents or incidents via the birdie app and escalating any concerns to your Line Manager or the Registered Manager, including any change in care and support needs.
* Helping complete basic domestic tasks around the home, for example: washing up, vacuuming, cleaning the bathroom or doing laundry. You may also be asked to assist with basic pet care e.g. letting the pet out into the garden.

**General**

* Remain committed to the safeguarding and wellbeing of individuals with care and support needs.
* Work at all times within the philosophy and policies of East Sussex, Brighton & Hove Crossroads Care.
* Comply with the Health & Safety at Work Act 1974 and with East Sussex, Brighton & Hove Crossroads Care Health & Safety policy, paying particular attention to the reporting of dangerous situations.
* Respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that Equality, Diversity and Inclusion principles are always applied.
* Comply with the Crossroads Care Code of Conduct and the code of conduct for healthcare support workers and adult social care workers in England.
* Undertake any other duties that may be considered commensurate with the level of the post and that are set out in the care plan.
* Promote East Sussex, Brighton & Hove Crossroads Care services and options of support.

**Person Specification**

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| **Essential** | **Desirable** |
| **Qualifications** | |
| * Excellent Standard of Written English, numeracy and IT literacy. * Ability to work within a role in care and towards the Level 2 Adult Social Care certificate within first 6 months of employment (excluding those who are already qualified). | * Level 2 in Health and Social Care or equivalent. * Level 3 in Health and Social Care or equivalent * Positive Behaviour Support certificate or training. * Training and competency in administering specialist clinical skills such as PEG, oxygen administration, EpiPen or epilepsy rescue medication. |
| **Experience and Skills** | |
| * Experience of providing care to people with wide ranging care and support needs. * Experience of following risk assessments and care plans. * Ability to develop good working relationships with team members, carers and people with care and support needs, while maintaining appropriate personal boundaries. * Ability to work well in a team. * Adherence to policies, procedures and guidance. * Ability to demonstrate dignity and respect for adults and children with care and support needs. * Ability to demonstrate good verbal and written communication skills. * Understand the importance of confidentiality. * Understand the needs of carers. | * Experience of using Positive Behaviour Support techniques to de-escalate anxiety-led behaviours. * Wide ranging interests to support the provision of client-led activities. |
| **Other** | |
| * Flexibility to work unsocial hours and weekends if required. * Willingness to travel throughout Brighton & Hove * Participation in safer recruitment checks involving past employers and the disclosure and Barring Service. | * Full UK driver’s licence with use of a roadworthy car with business insurance. |