



Diamond Home Care
First Floor, Old school House
Church Road
Netherton
Dudley
DY2 0LY

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E-mail: recruitment@diamondhomecare.co.uk

Job Description

Job Title: Community Care & Support Worker (CSW)

Line Manager: Care Manager

Working Hours: As agreed

Remuneration: As agreed

Purpose of post:

To support our customers as detailed in their support plans. You will encourage and support our customers to live an independent life, safely at Home, observing and respecting their dignity, privacy and independence as far as practical.

You will adhere to Coordinator and supervisor instructions and promote the service in a positive manner to all relevant stakeholders.

You will recognise your professional boundaries and work within these i.e. deliver a friendly and professional service, getting to know your customers' needs but without becoming too familiar.

Principle Tasks:

1.1 Personal Care

- Dressing/Undressing/Preparing the customer for day care or trips out
- Washing/Bathing/Showering/Shaving/grooming/Cleaning teeth
- Hair Care (Washing/brushing)
- Toileting and all aspects of personal hygiene
- Continence management
- Care of pressure sores (under appropriate nursing supervision)
- Getting in and out of bed
- Assisting with the use of aids to daily living/rehabilitation aids, as required
- Helping with rehabilitation programmes, as prescribed by Healthcare professionals
- Day/evening/night sitting services, as required

1.2 Healthcare

-Assisting the customer to take prescribed medication

1.3 Dietary Care

-Preparation of snacks and meals according to the customers likes/dislikes
- Assisting with feeding as required

1.4 Domestic/Household Services

-General Cleaning duties, to include cleaning/dusting/vacuuming/polishing
-Bed – making
-Clearing refuse and rubbish
-Laundering/Hand washing/ironing
-Shopping and the preparation of shopping lists and assistance with budgeting

1.5 Personal Services

-Assistance with personal finances, to include paying bills and collecting pensions

1.6 Community Support

-Assisting the customer to access community facilities such as shops etc
-Escort the customer to health appointments
-Escort the customer on residential trips

2.0 To conform to all policies and procedures laid down by the organisation in respect of carrying out these duties and in other administrative aspects of the Business, as relevant

3.0 To participate as directed by the supervisor/Manager in induction training and regular on-going training programmes

4.0 To maintain accurate, concise and timely records of customer care, diary sheets, time sheets and mileage sheets

5.0 To participate in staff, team and quality management meetings as directed by the supervisor/Manager

6.0 To report back to the supervisor/manager on any aspect of a customer's care/service which may warrant investigation or urgent action

7.0 To participate in reviews of customers support plans as required

8.0 To work within professional boundaries and not develop inappropriate relationships with customers that may present a conflict of interest in your duties under the role of CSW

Knowledge & Skills required

<u>ESSENTIAL</u>
Full Valid driving license and access to vehicle for work purposes (with an appropriate level of insurance cover)
Excellent written & verbal communication skills including a good telephone manner and the ability to keep accurate records
Ability to work effectively without direct supervision but also to contribute effectively to the wider team
Willingness to actively participate in on-going training and refresher programme including completion of level 2 Diploma in Health & Social Care
Ability to maintain confidentiality
Ability to display empathy and warmth to all
To be able to understand and cope with emergency situations
Ability to cope with dynamic and changing circumstances

<u>DESIRED</u>
Completion of level 2 diploma/nvq in health & Social Care or equivalent
Specialist Care Training
Working knowledge of the Domiciliary Care industry and surrounding regulations and legislation
Experience in a Domiciliary Care role

Note: This job description is not intended to be exhaustive and may be altered at any time to meet the requirements of the service and Business.