

Job Specification: Carer Support Worker

Essential requirements (not in order of priority)

1. Empathy with Carers and those receiving care
2. Good listening skills and sensitivity in giving emotional support
3. A helpful manner and ability to communicate with people in a variety of situations and from different backgrounds
4. Ability to give physical and personal care e.g. toileting, washing and feeding
5. Willingness to help with domestic duties, including cooking if required in the Care Package
6. Ability to build relationships with families/individuals and help them to maintain their social links
7. Ability to work in a team and report back to a senior member of the care team any observations affecting the family/individual's circumstances.
8. Respect for confidentiality at all times
9. Ability to work alone, use initiative and be mindful of health and safety at all times.
10. Good general health, willing to undergo medical if required
11. Own transport

Desirable Requirements

- Experience of being in a caring situation

ET.05a**Job Description: Carer Support Worker**

- 1 TITLE:** As above
- 1.1 Employed by: Crossroads Care Cheshire West & Wirral
- 1.2 Responsible to: Scheme Manager / Senior Staff Member

2 OVERALL PURPOSE OF POST

To provide support and assistance to carers and people with care needs. This will involve the provision of personal and social care, respecting confidentiality at all times within an equal opportunities framework.

3 PRINCIPAL DUTIES AND RESPONSIBILITIES

3.1 To undertake the tasks specified in the care plan which may include the following personal and social care tasks:

- bathing in bed/bathroom/chair to include all aspects of personal hygiene
- assistance with management of continence of bladder and bowel
- assistance with dressing and undressing
- assistance with mobility and transfers
- assistance with feeding
- administration of medication
- assistance with therapeutic programmes for rehabilitation and development as agreed with appropriate clinical professionals
- ensuring a safe environment for those who need constant supervision and help in accordance with Crossroads Care policies, such as, Health and Safety Policy and Challenging Behaviour Policy
- supporting the person with a disability outside their home
- assistance with getting up and going to bed
- assistance with appliances (hearing aids, spectacles, artificial limbs, leg callipers)
- care of skin and hair, including assistance with shaving
- care of pressure areas and prevention of sores
- care of mouth and teeth, including dentures
- summoning emergency services if necessary
- provision of emotional support to the person with care needs and their carer(s) as part of the caring team
- domestic duties that are part of the care package:
 - making and changing the bed of the person with care needs
 - essential laundering
 - essential shopping
 - preparing meals and washing up.

- 3.2 To undertake other specialised care tasks as agreed in the care plan and after appropriate training.
- 3.3 To maintain accurate records as directed by the scheme manager and carry out any administrative tasks as required, for example, time-sheets.
- 3.4 To act in accordance with Crossroads Care policies and procedures, and standards.
- 3.5 To treat all carers and people with care needs with respect and sensitivity, recognising the need for confidentiality at all times.
- 3.6 To participate in supervision, appraisal and training sessions to ensure that standards are constantly maintained.
- 3.7 To work as part of a team, supporting colleagues and providing a flexible service.
- 3.8 To respect the personal choice of lifestyles of colleagues, carers and people with care needs, ensuring that equal opportunities principles are applied at all times.