

Role Profile

Position Title:	Senior Care Worker
Reports to:	Operational Team Leader
Salary:	£18,000 per annum
Location:	Extra Care Lucas Exchange 1 Orchard Way Greystone Road Antrim BT41 2RU
Contracted Hours:	37.5 hours per week The post holder may be required at times to work outside his/her normal working hours for the effective performance of the duties of the post.
Travel:	The post-holder may be required to undertake some travel to regional offices throughout Northern Ireland to fulfil the duties of this post.

Job Purpose

Responsible for providing Domiciliary Care to a range of clients with varying needs and abilities in accordance with Extra Care Policies and Procedures. Domiciliary Care may include routine tasks within or outside the home, personal care of the client and other associated domestic services necessary to maintain an individual in an acceptable level of health, hygiene, dignity, safety and ease in their own home.

In addition to Care Worker duties responsible for ensuring high quality standards of care are evident within your area and assisting the Operations Team Leader with the management of staff, liaison with Service Users and relevant Trust personnel as required.

At the core of our business are our Purpose, Vision and Values which form the basis of how we expect every employee to perform their duties.

Key Responsibilities of the job:

As A Care Worker I will: -

- Meet the needs of Service Users across Northern Ireland as directed by Extra Care
- At all times work in accordance with Extra Care Policies and Procedures.
- At all times work in accordance with Extra Care Policies and Procedures in line with Supporting People Guidelines in the delivery of Supporting People Services.
- At all times work in accordance with the Standards of Conduct and practice for Social Care Workers as laid down by Northern Ireland Social Care Council.
- At all times comply with and promote the Purpose, Vision and Values of Extra Care.
- Encourage and promote Service User independence, giving choice and upholding individual rights and dignity.
- Complete all hours and tasks as allocated on my rota and ensure they are conducted in accordance with the time allocated and tasks as detailed in the Care Plan.
- Promote safe practice at all times and ensure that all equipment provided is used for its intended purpose and in accordance with training, Risk Assessments and Extra Care Policies and Procedures.
- Assist Service Users to carry out self-care tasks including getting in and out of bed, washing, dressing, showering, oral hygiene, continence care, catheter and stoma care.
- Prompt, remind or administer medication as appropriate.
- Provide a sitting service for a period of time to carry out tasks and provide company to the Service User.
- Prepare and provide meals and drinks in accordance with Care Plan.
- Complete good quality and accurate records in accordance with Extra Care's Policies and Procedures.
- Report any accidents/incidents accurately and in a timely manner.
- Report immediately if access has not been gained to a Service User's call
- Report and record any concerns or changes regarding the wellbeing of a Service User in a timely manner.
- Treat all information regarding colleagues, Service Users and their families, which may be gained in the course of the role, with respect and in a confidential manner.
- Participate in formal, informal, individual and group supervisions/meetings as required.
- Participate in training as required.
- Ensure NISCC Registration is maintained.
- Carry out any other duties as may be allocated from time to time.

As a Senior Care Worker, I will: -

- Promote a caring environment for Service Users in the delivery of the Domiciliary Care Service.
- Contribute to management of the Service User caseload as directed by the Operations Team Leader.
- Assist with the production and distribution of timely and accurate rotas for the service.
- Complete relevant paperwork for client and careworker interactions.
- Review and check careworker report sheets, highlighting any concerns, issues or lessons learnt to Operations Team Leader.
- Be aware of factors which may cause services to be disrupted or are obstacles to improvement, and report these to the Operations Team Leader and to take appropriate measures to minimise their effects
- Provide support and staff development to the careworker team.
- Provide first line advice to the careworker team.
- Be involved in first line management duties, such as Fact Finds, absence management, Return to Work Interviews.
- Contribute to the recruitment process for careworkers and Operations Team Leaders in accordance with Extra Care's policies and procedures.
- Contribute to the delivery of appropriate training and development.
- Contribute to the induction training of new staff.
- Contribute to the supervision and support of staff in the workplace.
- Provide accurate and timely information to colleagues to optimise use of available resources and existing competence of staff to ensure that objectives and priorities are met.
- Represent Extra Care in a professional manner at staff, stakeholder, internal and external meetings as necessary.
- Contribute to compliance with legislative and regulatory requirements and Domiciliary Care Standards with particular focus on careworker practice, contact with Service Users, service information etc.
- Contribute to Operations Team Leader Meetings and Care Worker Team Meetings.
- Promote team working across Extra Care as an organisation, e.g. peer review.
- Contribute to the Operations Team operating within the organisational ethos and customer focus values.

Benefits of working for Extra Care:

- Paid Induction Training and regular updates.
- Career development opportunities.
- Full support from office staff and access to an on-call service for emergency situations out of hours.
- Excellent rates of pay.
- Workplace Pension scheme.
- 5.6 weeks paid holiday per annum.
- Regular supervisions and appraisal.
- Free uniform and protective equipment.

Purpose

Giving people the choice to remain living at home through the provision of high quality care.

Vision

To be the leading provider of, and champion for, innovative, high quality, cost effective and flexible care services.

Values

Values are the beliefs, behaviours and attitudes that determine and describe how we are at Extra Care. We aim to embed these values at every level of the organisation and ensure that it is these values that will drive what we do and how we do it.

Governance

Accountable and best practice

Quality Service

Specific standards delivered by committed and expert staff

Success in Customer Satisfaction

Listening, learning and leading on great customer care

Commitment and innovation in practice

Engaged and driving for better ways of working

Team Work & Respect for others

Common goals, positive support and constructive challenge

Integrity, honesty & Trust

Integrity at the core of everything we do

Excellence in communication

Clear, open and ongoing



Job Specification

Essential Criteria:

- 12 months experience as a Care Worker.
- Excellent communication skills.
- Own transport with full driving license and business class insurance.
- Access to a mobile phone for work purposes.
- Ability to work on own initiative as well as part of a team.
- Committed to ensuring the provision of high-quality care to our Service User's.
- Current registration with NISCC or ability to register during recruitment process
- Computer literate.

Desirable Criteria:

- NVQ Level 3 in Health and Social Care, or related discipline.
- Supervisory experience