

 <p><b>PBT SAFER CARE LTD</b> <i>Safer Space for Better Outcomes</i></p>	<b>Job Title:</b>	Health Care Support Worker
	<b>Reporting to:</b>	Supervisor or Manager

## **JOB DESCRIPTION**

### **Summary of Role**

The key purpose of the role is to provide high quality specialist services caring for clients under 65 years and over 65 years. These services include personal care, dementia, learning disabilities and complex needs respecting their preferences and choices, enabling them to live in their own home as independently as possible, this also includes supporting the delivery of culturally responsive, person-centred care across our growing portfolio of clients.

Providing person-centred support, in response to each individual's needs and aspirations, will require the post holder to be flexible and responsive to change. The role involves working flexible hours 24/7 working within our supported living accommodation and the community.

The post holder will typically be carrying out multiple visits to people in their own home, geographically clustered to minimise travel. Travel time and mileage between visits will be paid.

The role of a health care support worker also involves supporting each individual to take as much control in their life as possible, and to exercise their rights, responsibilities and obligations as citizens.

### **Main Responsibilities:**

- Promote individuality, identity, rights, choice, privacy, independence, dignity, respect and partnership.
- Promote equal opportunities and challenge prejudice or discrimination; through formal and safeguarding procedures where appropriate.
- Ensure vulnerable people are safeguarded from abuse and to report any instances of alleged abuse which you witness or become aware of.
- To enable independence wherever possible and encourage motivation, to avoid dependency.
- To assist people to access mainstream and specialist services and agencies that promote their health and well-being.
- Provide support for people to access the community where this is part of the care and support plan.
- To support people with personal care as detailed in the care and support plan, using a person-centred approach and in the least intrusive way, which could include:

- To assist people with getting up in the morning and going to bed at night.
- To assist with washing, bathing, showering, dressing and undressing.
- To assist with toileting, continence management and personal hygiene (e.g. looking after their skin, teeth, hair and nails)
- To assist people with their medication at the agreed level of support and as detailed in their medication care needs assessment.
- To prepare food and drink, being aware of people's choice, likes/dislikes, nutritional needs and cultural requirements.
- Assisting with paperwork such as paying bills
- To provide light general household duties, including housework and laundry, as detailed in the care plan.
- Accompanying clients on Day trips such as but not limited to shopping, escorting to an activity or a medical appointment
- Work collaboratively with families, healthcare professionals, and other team members to ensure holistic care delivery.
- To use personal protective equipment as per PBT Safer Care guidance as well as use manual handling equipment safely and correctly as instructed
- Keep good records, communicate effectively and share information as appropriate whilst maintaining confidentiality and data protection requirements in line with PBT Safer Care policies and procedures.
- Understand each person's preferred method of communication, demonstrating active listening and always encouraging their communication, for example through words, pictures, signing, technology or behaviour.
- Where people do not have capacity to make some decisions in their life you will offer support, guidance and advice that is in their best interest and follow the relevant processes under the Mental Capacity Act.
- To support people to maintain important relationships and their social networks.
- Be an effective team member, demonstrating flexibility and resourcefulness, and co- operate with colleagues and other people in the best interest of people you support.
- Comply with all aspects of statutory and local regulations in respect of Health, Safety and Environment.
- To attend or complete any face-to-face or online training as requested.
- Catheter care
- PEG (Percutaneous Endoscopic Gastrostomy) feeding

- Accompanying service users on day trips and outings of their choice, supporting social engagement and enjoyment of the local community
- Monitoring and reporting changes in health or behaviour to senior staff or clinical professionals

This list is not exhaustive and may vary between different types of care packages based on service user needs.

Delivering specialist care, including:

#### **Values**

- Staff adhering to our various policies such as our infection prevention & control, health and safety, safeguarding amongst others.

#### **PBT Safer Care Ltd will:**

- Ensure that you are equipped with the necessary skills and knowledge you need to undertake this role.
- Provide supervision, appraisal, team meetings, training and access to career development opportunities.
- Offer additional training opportunities to enhance your career opportunities.

#### **Working Hours:**

- Shifts will vary depending on the needs of the service, including early mornings, evenings, weekends, and bank holidays.

### **PERSON SPECIFICATION**

#### **Essential Criteria**

- Passionate about making a difference in the life of older people and people with various physical and mental disabilities.
- Excellent interpersonal skills, empathy, and the ability to build trust and rapport with clients and families.
- Relevant experience as a health care support worker, healthcare assistant, or nursing auxiliary.
- Deep understanding of different cultural norms, values, and practices, especially in the context of caregiving and family structure. As well as the ability to prepare traditional meals and engage service users through culturally relevant activities and communication.
- Basic IT skills and numerical ability.
- To be willing to undertake required training, sometimes outside normal working hours.
- To be willing and able to drive between locations as required.
- To be available for flexible working patterns including evenings, weekends, sleep-ins and nights as required.

#### **Desirable Criteria**

- Experience of supporting people or of working in a social care setting.
- Previous experience in a domiciliary or residential care setting.
- Social care qualification or equivalent.
- Clean driving license and access to own vehicle with full business use insurance.
- Evidence of further study or continued professional development
- Willingness to undertake further training specific to cultural care delivery and UK care standards



