

EAST BORO HOUSING TRUST

JOB DESCRIPTION

Post

Domiciliary Care Worker

Responsible To

Domiciliary Care Coordinator and Registered Manager

Purpose

To provide domiciliary Care and support to Service Users as part of a planned program within the agreed package of care to help people remain in their own homes or within the residential setting.

Job Duties and Responsibilities:

1. To work with Service Users in their own homes or residential setting, ensuring comfort, safety, dignity and confidentiality at all times.
2. Assist Service Users in all areas of daily living and support ensuring their social, emotional, health and physical needs are met as fully as possible.
3. To provide personal care, such as washing, dressing, toileting in accordance with service user care plans. To undertake domestic tasks, such as cleaning and laundry within the Service Users home or within the residential setting.
4. To undertake shopping on behalf of the Service User when required and to undertake minor financial transactions on behalf of the service user in accordance with clear rules and guidance e.g. to collect pensions and other benefits.
5. To prepare meals and snacks and assist with feeding if required.
6. To assist with enabling tasks within the Service Users home or in residential settings in order to help the Service User become more independent within their home.
7. With appropriate instruction, administer medication as directed and prescribed by a GP and as set out in the approved Administration of Medication guidelines.
8. To undertake basic day to day written, factual recording and to ensure that all records are updated on an ongoing basis.

9. Report and document accidents/incidents immediately to the Domiciliary Care Coordinator or Registered Manager.
10. To provide verbal feedback to Domiciliary Care Coordinator, Residential Manager or Social Work staff as required in respect of Service User meetings and reviews.
11. To liaise with carers/families, other agencies, local community and multidisciplinary teams.
12. To advocate on behalf of the Service User and encourage self-advocacy.
13. To alert Domiciliary Care Coordinator or Registered Manager of any issues of concern in respect of a Service User e.g. unable to access home, perceived deterioration etc.
14. Attend staff meetings as directed by the Domiciliary Care Coordinator or Registered Manager.
15. Work as a member of a team, committed to a high standard of effective communication.
16. To participate in training opportunities, which include mandatory training.
17. To respond to emergency situations in line with clear policies and procedures.
18. To work in accordance with health and safety procedures including the use of protective clothing when required.
19. Any lesser or comparable duties as required.

Administration Duties

- 1) To deal with Individual service enquires.
- 2) To record information in line with Individual Support Plans and East Boro Housing Trust's Recording and Reporting guidelines.

General Duties

- 1) To attend staff meetings as requested by the Domiciliary Care Coordinator or Registered Manager.
- 2) To deal with support emergencies outside of office hours if requested by the Domiciliary Care Coordinator or registered Manager.
- 3) To promote the East Boro Housing Trust and its work in the community and in all areas of its operation.
- 4) To attend forums, meetings and conferences as and when directed by the Domiciliary Care Coordinator or Registered Manager.
- 5) To communicate clearly with other staff, managers, customers and all other agencies and interested parties.
- 6) To undertake any other general or support duties commensurate with the post as requested by the Domiciliary Care Coordinator or Registered Manager.

Confidentiality

The employee shall not either during his/her employment or at any time after its termination:

Disclose any information related to any service user or any matter related to their work at the Housing Trust to any person or persons (except to those authorised by the housing Trust to know);

Use any information for his/her own purpose or for any purposes other than those of the Housing Trust;

Through any failure to exercise all due care and diligence cause any unauthorised disclosure of:

Any private, confidential or secret information of the Housing Trust (including in particular lists or details or service user or tenants of the Housing Trust or applicants or relating to the working of any process of the Housing Trust) or which he/she has obtained by virtue of his/her employment.

The provisions of the above shall apply mutates mutandis in relation to the private, confidential or secret information of any of the residents of the Housing Trust, which the employee may have received or obtained during his/her employment.

All notes, memoranda, records and writing made by the employee relating to the business of the Housing Trust shall be and remain the property of the Housing Trust and shall be delivered by him/her to the Housing Trust forthwith upon request and/or upon termination of employment.

Equal Opportunities

To comply with and promote the terms and conditions of the East Boro Housing Trust equal opportunities policy.

Data Protection

To comply with the terms and conditions of the 1984 & 1998 Data Protection Acts.

Personal Specification

		Essential	Desirable
Qualifications	NVQ 2/3 in care or previous relevant experience		
Experience	Some experience in undertaking the care of others e.g. children, relatives.		
Knowledge	Understanding of disability and it's implications for Service Users. Awareness of Manual Handling techniques and Health and Safety requirements.		
Skills	Ability to communicate effectively with Service Users, agencies, relatives, representatives, Doctors and District nurses. Ability to complete medical records, financial transaction forms, care plans and files accurately. Ability to access risks and communicate changes to Registered Manager.		
Values	Commitment to equal opportunities and other core values, policies and procedures of East Boro Housing Trust		
Personal Attributes	Commitment to the provision of high quality care services. Honest and reliable.		