

JOB DESCRIPTION

Job Title:	Community Carer – Southend Reablement & Meadows Home Care
Hourly Rate:	
Responsible to:	Registered Manager - Complex Intervention service

Main Purpose of the Role

To be a member of a multi-disciplinary team (Southend Reablement Service) providing a short-term high quality Complex Intervention Service in a community environment in accordance with current legislation, care standards and policies and processes.

Enabling safe and timely discharge from hospital along with the prevent of hospital or inpatient/residential admission.

To provide support as part of Meadows Home Care private service, for customers in their own homes, and appropriate to the individual needs specified in their care plan and in accordance with current legislation, care standards and policies and processes.

To work in a way that promotes the independence, privacy, dignity and choice for customers and to support their social, cultural and religious needs.

Enabling safe and timely discharge from hospital along with the prevent of hospital or inpatient/residential admission.

Responsibilities of the Role

- To work flexibly as a member of the multi-disciplinary team member within Intermediate care services, supporting co-ordination of the individual program of care in the community for patients of the reablement service.
- To work flexibly within customers home (MHC) and in the community as appropriate to the customer's request, ensuring that care provided is in line with their care plans and any Risk Assessments, whilst delivering a high level of customer service.
- To be aware of emergency procedures required for working in the community and how to act accordingly. Ensuring your own protection and that of other staff and service users is maintained.
- To attend meetings regularly as required for the post.

- It is imperative that the post holder ensures that confidential information, which is made available to them in order that they are able to undertake their duties or is otherwise known to them, is kept confidential and secure at all times.
- To be familiar with the Comments, Compliments and Complaints Policy and Procedure and good practice relating to this and to implement this in all aspects of working practice and promote it in the team and workplace. This includes encouraging service users, relative and carers to have a voice in the provision of services and acting as an advocate where appropriate.
- To work in line, and be compliant, with the processes in respect of People Planner including receiving daily caseload.
- To utilise the People Planner electronic call monitoring system at all times and provide handover information use the People Planner whilst on duty
- To ensure that all records and case files of a patients and others for which the post holder is responsible, are properly maintained, with full regard to the need to record the views of patients and third parties.
- To understand and comply with the Department's administrative practices and procedures. To prepare and submit reports as requested on time and to ensure that all correspondence and communication is in accordance with agreed practices and procedures.
- To participate effectively in regular formal structured supervision and appraisal from designated Line Manager [Buddy] in team.
- To attend mandatory and competency training regularly to ensure that skills are developed as required.
- To be familiar with Health and Safety procedures and good practice and to implement these in all aspects of working practice and promote them in the team and workplace. This includes Moving and Handling, Medication, COSHH, Food Hygiene and Infection Control requirements, this list is not exhaustive.
- Contribute, as appropriate, to special projects and change programmes in support of Southend Care's objectives
- Contribute to the overall aim and vision of Southend Care Ltd, and working in accordance with the company's values and behaviours
 - To be familiar with, Southend Care Comments, Compliments and Complaints Policy and Procedure and good practice relating to this

Patients/Customers

- To enable reablement patients to maintain their everyday personal skills such as eating, dressing, washing, hygiene and using the toilet. This may at times include hands-on assistance; however, the emphasis is on independence, and reablement.
- To enable customers of MHC to remain in their home safely by providing support with everyday personal skills such as eating, dressing, washing, hygiene and using the toilet, and/or any other domestic tasks such as laundry, shopping etc as requested by the customer.

- Using appropriate moving and handling techniques or assessed/provided equipment as necessary to meet the assessed needs of each individual, at all times respecting their need for independence, dignity and privacy.
- To support patients/customers with varying health conditions and diseases, working in partnership with internal and external agencies, ensuring that individual needs are assessed and met.
- To enable reablement patients to manage their own medication and be aware of procedures available to assist with this.
- To support customers of MHC service with their medication through either administering or assisting with this
- To be aware of individual goal setting by therapists at MDT for reablement patients and how this contributes towards enabling independence.
- To use a creative approach in helping people to retain or regain their leisure, social skills and interests in line with the care plan through providing social interaction, emotional and physical support. This includes enabling patients/customers to maintain or regain contacts with relatives, friends and the local community, including being involved in sporting, cultural and religious activities.
- To offer support and encourage patients/customers to enable decisions based on informed choice and to promote self-advocacy or the use of an advocate, aiming at all times for them to achieve maximum independence.
- To liaise while on duty with Senior Team regarding any changes to caseloads
- To observe, record and report, any changes in individual conditions and circumstances and ensure that they are reported to senior staff without delay.
- To undertake risk assessments before providing assessments to ensure that the individual is able to participate and able to continue with any rehabilitation or goals set within the care plan.

Resources:

- Personal equipment, and patients personal belongings
- Responsible use of all equipment used to assist with role
- Working to agreed care plans and goals to ensure needs are met

Work Environment

- Primarily Southend Reablement Service & Meadows Home Care within the community
- At times may be required to work in any service within Southend Care Ltd when services are in an emergency or as directed by the Service Manager
- Southend Care Ltd operates a no smoking policy in all buildings. This includes while on duty and driving around the community

Standard Phrases

- To practice within a legal framework encompassing statutory, organisational policy and guidelines
- Ensure a work environment that protects peoples' health & safety and that promotes welfare and which is in accordance with the Company Health & Safety policy.
- To be familiar with Equal Opportunities Good Practice and with the Company requirements for Diversity and to implement this in all aspects of working practice and promote it in the team and workplace.
- This role requires a DBS from the Disclosure and Barring Service
- To maintain confidentiality of information in line with the requirements of GDPR
- You may be required to undertake other relevant and appropriate duties as reasonably required.
- All employees of Southend Care are expected to be committed to social justice and report and respond to all cases of suspected abuse in line with the SET (Southend, Essex & Thurrock) Safeguarding Vulnerable Adults Guidelines.

Person Specification

Attributes	Activity	Essential or Desirable	How evidenced
Qualifications or membership to a Registered Body	<ul style="list-style-type: none"> Literacy and numeracy equivalent to at least GCSE Grade C English and Maths NVQ/QCF Level 2 	E D	A
Knowledge, Experience Skills and Abilities	<ul style="list-style-type: none"> Experience of working in a care and supporting environment Experience of multi-professional working Good communication skills with ability to deal with sensitive issues Ability to work effectively alone or within a team Good oral and written skills to ensure accurate recording Knowledge of the adult protection procedures Knowledge of disability/mental health Knowledge of manual handling techniques & use of specialist equipment Hold full driving licence and access to car 	E D E E D D D E	A & I
Values <i>(Demonstrates the Company's Values and Behaviour i.e. the how)</i>	<p>We are Caring always providing person centred care and support we would want for ourselves & loved ones.</p> <p>We are Passionate- about care & having pride in being part of SCL</p> <p>We are Diverse – inclusive, recognising diversity through celebrating differences</p> <p>We are Empowering – enabling everyone to fulfil their potential, taking ownership & being accountable</p> <p>We are Innovative – able to take on new challenges & seek solutions with a balanced care & commercial mind set</p>	E E E E E	