



A Helping hand when you need it the most

Whitehills Care Ltd.'s mission is to create a safety culture that puts the service user first and deliver great care and or support to every service user every day. Our priorities are to create a compassionate workforce and focus on the delivery of the following objectives to ensure we provide high quality, compassionate care to all of our service users:

- Delivering **safe** and effective care for all our service users
- Creating a positive **experience** that meets the expectations of our service users and their families/carers
- Providing **responsive** service that delivers the right care and or support in the right place at the right time.
- Being **financially sustainable**

Working in partnership with our service users, commissioners, Care Quality Commission (CQC), local authorities, acute healthcare providers and the voluntary sector, in the interests of our service users and a sustainable health and social care economy

We Strive, We Care, We Build



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Job Description

Job Title	Support Worker
Salary	£12.40 per hr/£23,808
Hours	40 hours per week (includes weekend working)
Responsible to	Care Coordinator
Accountable to	Registered Manager
Responsible for	N/A
Base	Peterborough (you may be required to work from other locations at the discretion of the company and with appropriate notice)
Disclosure and Barring Service Required	Yes Advanced
Key working relationships:	Care coordinator, senior management, service users, relatives/NOK, other healthcare providers

SUMMARY OF JOB

- To provide care in accordance with best practice and legislative requirements, reflecting policies and procedures and agreed standards under the direction of the Senior Carer/Nurse
- To support and enable service users to maintain own independence and personal interests whilst delivering person-centred care unique to each individual
- To work as part of the team to provide high standards of service for our service users.

MAIN DUTIES AND RESPONSIBILITIES OF THE POST

- To ensure compassionate care is at the heart of the care we delivery
- Promoting and adhere to all safeguarding processes.
- To support service users with their activities of daily living skills, including assistance with meal preparation and or housekeeping.
- Maintain accurate documentation of all care given at the point of care.
- Liaise and escalate concerns with the Care Coordinator/Registered Manager and administrative staff.
- Ensure that care service is delivered in a safe way and in accordance to the agreed contract standards and personal wishes.



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- Administer medication as directed in the MARs chart and or assist service users with taking their medication as required.
- Escorting patients to various hospital appointments, community centres and shopping.
- Accompanying individuals outside their home and where needed providing assistance and support for activities such as collecting prescriptions, shopping or attending appointments.

SERVICE DELIVERY

- To ensure all care is person-centred and delivered to the highest possible standard.
- To have a good understanding of individual service users' needs and be able to respond effectively and responsively to changing needs.
- To ensure the emotional and wellbeing of service users at all times.
- To promote choice in the delivery of care and support and making suggestions to enhance the service users' experience.
- To promote dignity, respect and choice for service users.
- Ensure that care and support is provided to service users in a timely way upholding and improving standards of care delivery.
- As part of a team, help to monitor the service users progress with their planned programmes of care by recording daily activities/interventions/progress in their personalised care plans.

COMMUNICATION AND ENGAGEMENT

- Build relationships, work collaboratively, and develop good communication systems with the service users, their relatives and other staff members.
- Work as part of the multi-disciplinary teams to maximise opportunities for service users
- To act as a role model and be an exemplar to the care team at all times

CONTINUOUS PERSONAL DEVELOPMENT (CPD)

- To undertake education and training to improve knowledge and skills relevant for the post.
- To take part in the annual performance review in accordance with the organisation policy.
- Completing local and corporate induction and attendance of mandatory and priority training

HUMAN RESOURCES

- To maintain confidentiality at all times e.g. service user's information and personnel data.
- Have an up to date DBS certificate.



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Scope of Job Description: This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but provides an induction of the work undertaken which may vary in detail in the light of changing demands and priorities of service users and or delivery. Substantial changes to the job description will be carried out in consultation with the post holder.

Working for Whitehills Care Ltd.

Equal Opportunities

Whitehills Care Ltd affords its employees equal opportunities in employment, training and development irrespective of sex, sexual orientation, gender reassignment, disability, marital/parental status, race, colour, nationality, ethnic origin, religion, hours of work, political beliefs, trade union membership or age.

Whitehills Care Ltd has an Equal Opportunities Policy and all employees are expected to be aware of, and adhere to the provisions of this policy and to carry out their duties and responsibilities in accordance with this policy.

Conflict of Interest

Whitehills Care Ltd is responsible for ensuring that the care and or support they provide for their service users meet the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position to gain or benefit themselves, their family or friends.

Confidentiality and Disclosure of Information

In the course of your normal employment, you may come into the possession of confidential information relating to service users, staff and **Whitehills Care Ltd** business and commercial information. All employees have a responsibility to ensure the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclose of medical, commercial or personal information, systems passwords or other confidential information to any unauthorised person or persons will be considered at gross misconduct and may lead to disciplinary action, which may include dismissal.

Health and Safety

Whitehills Care Ltd operates a Health and Safety policy applicable to all employees. Employees must make themselves familiar with this policy and the responsibility placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees, service users and their relatives.

Infection Control

Whitehills Care Ltd is committed to the prevention and control of infection, and operates an infection control policy. It is the responsibility of all employees to be aware of the infection control policy and procedures and the importance of protecting themselves, service users and their relatives.

Risk Management



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Risk is everybody's business! All staff have an individual as well as a corporate responsibility for risk.

The outcome of effective risk management is the provision of safe care during any service user visit and the provision of a safe environment for service users, their relatives and staff.

Working Time Regulations

The Working Time Regulations 1998 state that employees should not work more than an average of 48 hours per week based on a 26-week period. Employees who wish to exceed this number of hours must obtain Management authorisation and will be required to sign an opt-out agreement, which will be placed on file.

Alcohol and Drugs

The consumption of alcohol or drugs is strictly prohibited whilst on duty.

Security

All employees are required to wear name badges whilst undertaking **Whitehills Care Ltd** duties and are responsible for ensuring they understand their security responsibilities in the service user's home etc. Any security incidents should immediately be reported to the senior management.

Clinical Governance

Staff are expected to provide patients with timely and effective care. Treatment and direct / indirect support must be based on best practice.

Customer Care

Whitehills Care Ltd aims to provide service users with the best possible care and support. In order to meet this aim, all our employees are required at all times to put the service user first and do their utmost to meet their requests and needs courteously and efficiently.