

## Job description

The job description is a broad description of the duties a Carer Support Worker will be expected to perform with some examples given for what the main duties involve. The exact duties to be carried out for each person with care needs are not limited to those examples, these will be agreed with a senior member of staff before the Carer Support Worker begins providing support and will then be set out in a care plan. Comprehensive induction training will be provided. Staff will not work unsupervised until induction has been successfully completed.

**Job title:** Carer Support Worker / Qualified Carer Support Worker

**Responsible to:** Carer Support Worker Team Leader

**Location:** Surrey

**Hours:** Contracted hours - minimum 20 hrs per week

**Salary:** Weekdays: £10.50 per hour / £10.80 per hour (Qualified)  
Weekends: £12.50 per hour / £12.80 per hour (Qualified)

**Mileage Rate:** 35p per business mile

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### Main aims of the post:

- Provide support to carers and people with care needs including emotional support.
- Provide personal care.
- Carry out domestic tasks.

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### Key responsibilities:

- Assist with personal hygiene, for example helping the person with care needs to have a bath or shower, to go to the toilet or to care for their skin or hair.
- Assist with dressing / undressing, choice of clothes and personal appearance.
- Support the person with care needs with their medication.
- Assist with mobility including use of wheelchairs, hoists etc.
- Assist with a therapeutic programme designed by a medical professional.
- Assist with some specialised tasks according to training and experience.
- Provide emotional support, companionship, and a safe environment for those in need of supervision and help.
- Carry out basic first aid and summon emergency services.
- Report any concerns about abuse or the welfare or safety of any adult or child to a line manager / nominated person / person on call.



- Support the person with care needs with activities outside their home, for example community activities, shopping or attending medical appointments.
- Provide support with organised group activities for people with care needs.
- Prepare meals and drinks and provide assistance with eating / drinking.
- Help clean the home for example: washing up, vacuuming, cleaning the bathroom and doing laundry.
- Look after pets.

## **Health and safety:**

- Implement, operate, and maintain safe systems of work in accordance with Crossroads Care policies, procedures and guidance, training, and associated risk assessments.
- Report to your manager any situations or issues for concern relating to significant foreseeable risks, incidents (including near misses) and / or accidents which give cause for concern in relation to safe systems of work (affecting your own health and safety or that of others affected by your work activities).

## **General:**

- To be committed to promoting safe working practices, safeguarding and promoting the welfare of vulnerable adults and children.
- Work always within the philosophy and policies of Crossroads Care.
- Comply with the Health & Safety at Work Act 1974 and with Crossroads Care policy, paying particular attention to the reporting of dangerous situations.
- Respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that Equal Opportunity principles are applied at all times.
- Comply with the Code of Conduct.
- Undertake any other duties that may be considered commensurate with the level of the post and that are set out in the care plan.
- To promote Crossroads services and options of support.



## Person specification

| Essential  | Desirable   |
|--|---|
| <b>Qualifications</b> <ul style="list-style-type: none"> <li>Achievement of Care Certificate by end of probation period.</li> <li>NVQ Level 2/3 – Qualified positions</li> </ul>   |   |
| <b>Experience and Skills</b> <ul style="list-style-type: none"> <li>Courteous, approachable, caring and professional.</li> <li>Empowering and supportive ensuring that people are always treated with dignity and respect.</li> <li>Focussed on the views and needs of clients to deliver care that is person centred.</li> <li>Effective communicator who listens, encourages feedback and is dependable</li> <li>Accurate and able to record information in a clear logical manner.</li> <li>Problem solver able to use initiative to resolve difficulties, whilst working within stated procedures and guidelines.</li> <li>Reflective and keen to improve your own working practice and learning and development needs.</li> </ul> | <ul style="list-style-type: none"> <li>Working with people of all ages (children to older adults) within a working environment.</li> <li>Ensuring care is focussed on each individual taking into account their particular experiences and cultural preferences.</li> </ul> |
| <b>Other</b> <ul style="list-style-type: none"> <li>Full UK driver's licence with use of a car and willingness to travel within Surrey.</li> <li>Applicants must be willing to undergo screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.</li> </ul>  |   |