

### **CP 3 SUPPORT WORKER JOB PROFILE**

**Job Profile:** Support Worker

**Responsible to:** Supervisors

#### **OBJECTIVES**

To provide holistic care for disabled, housebound and elderly people wishing to remain in their own homes

To provide the level of support required in achieving maximum independence, promoting health and well being

#### **SUMMARIES OF DUTIES AND RESPONSIBILITIES**

- To work in accordance with company policies and procedures at all times
- To always work in an respectable, caring and responsible manner appropriate to given environment
- To make yourself aware of a customer's requirements through consultation with Supervisors and Managers
- To carry out care tasks for customers in accordance with their plan of care including bathing, toileting, medication prompting, shopping, pension collection and house hold domestic duties including laundry
- Personal care tasks may include but are not limited to – bathing, washing, and hair care. Assisting in and out of bed, dressing and undressing, feeding, assisting with toilet needs teeth and denture care. Nail trimming, and assisting with medication following guidelines from medical professionals, and policies of the Organisation.
- Creating a supportive homely atmosphere by maintaining good working relationships with work partners and customers alike so they can achieve and maintain maximum independence
- To work under the guidance of Supervisors and other associated professionals in fulfilling the tasks identified in the care plan.
- To be vigilant as to the changing care needs of customers and report those needs/changes to the supervisor/manager
- To make factual, legible records at the end of every visit
- Making appointments for customers with GP's, nurses or chiropodists
- To participate in all mandatory annual update training such as moving and handling, infection control and health and safety as required
- To participate in and contribute to a team in the provision of care to customers by operating a flexible method of working

- To realise your responsibilities to our customers. You have a duty of care in respect of suspicions of abuse or neglect, by reporting immediately to the Supervisor/Manager
- To develop personal and professional goals, by seeking help and advice when required by attending reviews with your supervisor
- To participate fully in completing the 12 week induction process with the support of your supervisor
- To abide by the rules of Enterprise Homecare in relation to Electronic monitoring requirements and the usage of timesheets
- To maintain excellent levels of communication at all times.
- To maintain levels of Confidentiality at all times
- To ensure that correct procedures are followed in the event of an incident or accident
- To be aware of and work within the guidelines of H&S at all times
- To accept the Terms and Conditions as set by Enterprise Homecare and to abide by them
- To wear a clean Enterprise uniform at all times displaying your ID badge
- To report loss or theft of it.
- To use correct PPE i.e. gloves, apron and hand gel at all times to protect yourselves and our vulnerable customers
- To honour assignments accepted and if unable to fulfil allowing adequate notice for recovery of assignment
- To attend any disciplinary hearing as required.

***Never attempt any task for a customer of which you are unsure, have not been instructed to undertake, or which is not within your competency level.***