



NorseCare Ltd.

# Care and Support Worker

Based at NorseCare Homes/Housing with Care

**Description: Care Support Worker**

**Reporting to: Manager/Deputy Manager**

**Hours: Variable**

**Hourly Pay Rate: £9.35 - £9.90**

#### **Purpose**

- To provide a high standard of care and support to the residents and tenants who live in NorseCare Homes or Housing with Care.
- As a frontline staff member, main role is to help adults with care and support needs enabling them to achieve their personal goals and live as independently and safely as possible, resulting in having control and choice in their lives and maintaining person centred care.

#### **Key Objectives**

- To support residents'/tenants' with their personal care and support plans, being sensitive and caring at all times.
- To support residents'/tenants' to make informed choices and to enable them to participate in their care and to support independence.
- To administer medication as detailed in the individual's care plan and from the medication record form.
- To demonstrate all work is person centred, accommodating the individual's needs, wishes, rights and choices.
- To record accurately in care plans and daily records and to ensure confidentiality is maintained at all times.
- Answer calls for assistance promptly and politely.
- To understand the importance of good communication (including completion of relevant forms and records), observation and cohesive team work.
- To listen to, observe and respond to the person's needs, wishes and feelings and to report any changes as necessary.

### Job Description – Care and Support Worker

- To promote dignity and respect and ensure that the resident's/tenant's privacy and confidentiality is maintained at all times.
- To attend and participate in team meetings and undertake any identified training required, and actively keep up to date with personal development.
- To be familiar with appropriate procedures, including Moving and Handling, Fire, Risk Infection and to report any instances of non-compliance to the Deputy or Manager.
- To ensure that services are provided in accordance with NorseCare values and standards, equal opportunities and objectives of quality assurance.
- To ensure observance and adherence to Health and Safety legislation.
- To perform such other duties of a like nature as may be required by the Director of NorseCare.

Person Specification

|   | Essential   | Desirable   |
|---|---|---|
| <b>Skills,<br/>Knowledge &amp;<br/>Experience</b> | <ul style="list-style-type: none"> <li>• Able to communicate clearly and effectively.</li> <li>• Able to demonstrate respect and dignity.</li> <li>• Able to work as part of a team.</li> <li>• Excellent attention to detail .</li> <li>• Good time management .</li> <li>• Able to prioritise workload .</li> <li>• Good recording, written and oral communication skills.</li> </ul> | <ul style="list-style-type: none"> <li>• Knowledge of safeguarding procedures.</li> <li>• Knowledge and understanding of care plans.</li> <li>• Previous experience of working with vulnerable people .</li> <li>• Previous experience of working as a Care Support Worker or in a care home setting.</li> <li>• Knowledge and experience of personal care tasks.</li> <li>• Knowledge of appropriate health and safety work practices .</li> </ul> |
| <b>Attributes</b>                                 | <ul style="list-style-type: none"> <li>• Friendly and approachable manner .</li> <li>• Able to work calmly under pressure.</li> </ul>   |   |
| <b>Other Factors</b>                              | <ul style="list-style-type: none"> <li>• Prepared to undertake shift work and weekend work .</li> <li>• Prepared to undertake further appropriate training .</li> </ul>   |   |