Job Description & Person Specification

Job Title	Care Support Worker
Division/Location	NorseCare
Reporting to	Care Team Leader
Weekly Hours	Set 4-Week Rota
Grade/Salary	£9.60 - £10.15 plus enhancements

Job Description

The Role:

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, the 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.

Main Responsibilities

- Taking a holistic approach to support our residents and tenants with their personal care and support plans. Ensuring independence and dignity is promoted throughout day to day living, including personal, oral and incontinence care.
- Assisting residents and tenants to eat during snack and mealtimes
- Participate and support in the wellbeing events and activities for tenants / residents within the home, ensuring a safe and fun environment is provided
.
- Supported through robust training that includes online training, shadowing and observation, with the expectation of administering medication safely as detailed in the individuals care plan .
- To demonstrate all work is person centred, accommodating the individuals needs, wishes, rights and choices.
- Working closely with an allocated selection of tenants / residents, building strong relationships, liaising with their relatives or friends, to ensure the individuals care is of the best possible standard.
- To record detailed and accurate information within the care plans and daily records and to ensure confidentiality is maintained, policies adhered to and CQC requirements are always met.
- Responding appropriately in a timely manner to residents calls via bed sensors, bell systems and assisted technology.
- Ability to observe, document and respond to the residents / tenants needs, wishes and feelings whilst also being accountable for reporting any changes where necessary.

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- To complete mandatory training in line with the care certificate on commencement of employment with NorseCare and to undertake any identified training requirements to actively keep up to date with personal development.

- To adhere to and become confident in essential procedures, including Moving & Handling, Fire and Infection Control and Health & Safe. To also be responsible for reporting any instances of non-compliance to the Deputy Manager or Manager.
- To ensure that services are provided in accordance with Norsecare values and standards, equal opportunities and objectives of quality assurance.
- To ensure adherence and observance to Health and Safety legislation at all times.
- Undertake continuous professional development within the industry
- Demonstrate personal commitment to the Norse Way Corporate Social Responsibilty Strategy.

Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager and/or the Regional Directors within NorseCare.

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Person Specification			
Category	**Requirement**	**Essential or Desirable**	**Assessment Method** Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	• Prepared to undertake further appropriate training	Essential	I
	• Level 3 in Health and Social Care and completion of the Care Certificate	Desirable	AF
	• Knowledge of safeguarding procedures	Desirable	AF/I
	• Knowledge and understanding of care plans	Desirable	AF/I
	• Knowledge of appropriate health and safety work practices	Desirable	AF/I
Experience	• Previous experience of working with vulnerable people	Desirable	AF/I
	• Previous experience of working as a Care Support Worker or in a care home setting	Desirable	AF/I
Skills/Abilities	• Able to communicate clearly and effectively with residents/tenants, families and colleagues	Essential	I
	• Able to work as both individual and as part of a team	Essential	AF/I
	• Excellent attention to detail	Essential	AF/I
	• Good time management with the ability to prioritise workload	Essential	AF/I
	• Good recording, written and oral communication skills	Essential	AF/I
	• Adaptable and approachable manner	Essential	I
	• Compassionate, caring, respectful and open minded	Essential	I
	• Able to work calmly under pressure	Essential	AF/I

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Other Requirements	• Prepared to undertake shift work including weekends.	Essential	I

General
Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review. It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures. The individual is always required to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts. We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Our Values

You will be expected to promote and adhere to the workplace values of our organisation :



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