



## Job Description

Position: **Care Support Worker (NVQ Level 1)**  
Responsible to: Line Manager (Care Manager or Field Care Manager)

### Purpose of Position

Responsible for delivering high quality front-line care to our customers to enable them to live independently in their own home. To provide care which is person centred to meet a customer's very individual needs. Care provided must respect dignity, be delivered with the customer's consent at all times and promote independence. All care activities must meet our legal and safeguarding responsibilities and our very high company standards.

Care provided by Care Support Workers is expected to include care that would reasonably be given by members of the customer's own family, and will not include tasks that would normally be undertaken by a trained nurse. Only when trained to do so would you undertake any specialist tasks.

**Key skills:** a caring and professional manner, calm under pressure, positive attitude, excellent communication skills, administrative skills, attention to detail

### Principal Responsibilities

#### 1. Professional standards:

- a. Work to our company values of teamwork, accountability, problem solving and respect for others. Be professional and reliable with a problem solving attitude to create an atmosphere of high performance and cooperation
- b. To follow Gabriel's Angels fundamental standards in all activities (see Appendix A)
- c. Carry out all duties to the best of your ability at all times
- d. Read the Gabriel's Angels Ltd. staff handbook and familiarise yourself with our formal policies and procedures. Ask your line manager about anything that you are unsure of
- e. Be aware of requirements regarding codes of practice and relevant codes of conduct where appropriate issued by professional bodies (Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England)
- f. Understand Outcomes and Regulations as defined by the Essential Standards of Health and Safety issued by the Care Quality Commission, be aware that The Fundamental Care Standards 1st April 2015 replaces the hard copy of old Essential Standards of Quality and Safety by the Care Quality Commission
- g. Work closely with your line manager at all times



## **2. Providing Care to customers:**

- a. To comply with Gabriel's Angels Ltd.'s policies and procedures at all times, which includes the customer's person centred care plan and medication needs.
- b. Promote good practice and be vigilant in recognising and reporting practice which does not meet the defined standard
- c. To follow the individual customer care plan with strong attention to detail
- d. To review customers' care plans daily reporting any changes to on call Manager
- e. To assist customer with all personal care needs including, undressing, washing, bathing, toileting needs and dressing
- f. To assist customers with mobility problems and other physical disabilities including incontinence, help in use and care of aids and personal equipment
- g. Use gloves and aprons on all personal care calls, wash hands at beginning and end of each call using antibacterial wash provided by customer and paper towels as per infection control policy
- h. To support and care for customers who are dying (palliative care)
- i. To engage in the promotion of positive mental and physical well-being of customers through talking to them, taking them out, sharing with them in activities such as reading, writing, hobbies and recreations, taking time to find out the individual likes and the dislikes of each customer
- j. Domestic tasks (as identified in the care plan) to include for example making and changing of beds, assistance with customer's laundry (using a laundrette where necessary) and other reasonable tasks
- k. To enable and assist customers to maintain on a day to day basis as much autonomy and independence as possible. To encourage customers to remain as independent as possible if that is their wish
- l. Identify and support appropriately customers with capacity and those who lack capacity
- m. To assist and contribute to any regulatory body inspection or monitoring visit
- n. Liaise/refer with district nurses, GP, social workers and duty desk at Wokingham council (as appropriate)
- o. In the event of a crisis – inform family, call ambulance or GP, document outcome via email or text to on call manager. If you feel you need assistance or reassurance call the on call Manager
- p. To personally cover care calls in exceptional circumstances (e.g. staff sickness absence) when there is no other cover available from relevant staff to cover vulnerable customers

## **3. Training and Development:**

- a. To fully participate in any training offered to you by Gabriel's Angels Ltd.
- b. Attend and fully participate in mandatory training. This includes new staff induction for all new starters and National Vocational Qualifications (NVQ) or their equivalent
- c. Take responsibility in conjunction with your line manager for identifying further learning. Follow up on any training needs identified by your customer, line manager, a member of the wider management team or a colleague. (working closely with your line manager at all times)



- d. Fully participate in staff meetings, regular formal 1-2-1 supervisions, spot checks, community observations/supervisions and annual performance appraisals

#### **4. Care administration:**

- a. Work closely with the customer's folder. Follow the individual care plan with close attention to detail. To read and write care reports
- b. Carry spare paperwork with you at all times, keep customer folder in correct order
- c. Update care plans, inform office admin staff to make the changes you want to the care plan or MAR chart and organise new folders or MAR charts as necessary. Update MAR chart as necessary and sign all changes recording in care review plan page. Ensure each change on care review plan page is signed by customer or their representative
- d. Update list of medication if customer's medication changes. Record in the customer folder in house and e-mail or text on call manager to change details on the server in the office
- e. Support and assist customers in identifying risks and recording the care plan which minimizes and manages the identified risk
- f. To agree and record with the customer their needs, wishes and preferences and how these will be met
- g. Record appropriately all decisions which relate to customers who lack capacity
- h. Work closely with the admin team to ensure all paperwork is correctly completed and returned without delay

#### **5. Communications:**

- a. Build strong relationships with the customer and their family/representative/advocate. Keep communications open and respectful to ensure customer satisfaction
- b. To fully participate in staff and customer meetings
- c. To report to the on-call Manager any significant changes in the health or circumstances of a customer
- d. Involve and consult with customers, the customer's family/representative/advocate to ensure that the customer's views are expressed and acted upon. Help customers to refer themselves or refer customer to an advocate if needed
- e. Attend reviews of care as appropriate

\*Please note: this list is not exhaustive and may include other duties as may reasonably be required by the customer and/or management.



## Care Support Worker: Person Specification

The person suited to this role must possess the following:

- Qualifications: QCF or NVQ Equivalent Level 1 in Health & Social Care
- A passion for the industry
- Good administration experience and skills
- A kind, calm and supportive disposition
- Team player: willing to share knowledge and experience with team members and management team. Willingness to work with colleagues to solve problems together
- Strong communication skills. Able to develop a rapport with the customer and make them feel at ease.
- A positive attitude and calm under pressure
- Must have access to a car, full clean driving license and fully insured vehicle
- Role subject to satisfactory DBS check and satisfactory references



**Appendix A:** The fundamental standards are the standards below which your care must never fall (Care Quality Commission). Everybody has the right to expect the following standards from Gabriel's Angels:

**Person-centred care:** You must have care or treatment that is tailored to you and meets your needs and preferences.

**Dignity and respect:** You must be treated with dignity and respect at all times while you're receiving care and treatment. This includes making sure that:

- You have privacy when you need and want it.
- Everybody is treated as equals.
- You're given any support you need to help you remain independent and involved in your local community.

**Consent:** You (or anybody legally acting on your behalf) must give your consent before any care or treatment is given to you.

**Safety:** You must not be given unsafe care or treatment or be put at risk of harm that could be avoided. Providers must assess the risks to your health and safety during any care or treatment and make sure their staff have the qualifications, competence, skills and experience to keep you safe.

**Safeguarding from abuse:** You must not suffer any form of abuse or improper treatment while receiving care. This includes:

- Neglect
- Degrading treatment
- Unnecessary or disproportionate restraint
- Inappropriate limits on your freedom.

**Food and drink:** You must have enough to eat and drink to keep you in good health while you receive care and treatment.

**Premises and equipment:** The places where you receive care and treatment and the equipment used in it must be clean, suitable and looked after properly. The equipment used in your care and treatment must also be secure and used properly.

**Complaints:** You must be able to complain about your care and treatment. The provider of your care must have a system in place so they can handle and respond to your complaint. They must investigate it thoroughly and take action if problems are identified.

**Good governance:** The provider of your care must have plans that ensure they can meet these standards. They must have effective governance and systems to check on the quality and safety of care. These must help the service improve and reduce any risks to your health, safety and welfare.

**Staffing:** The provider of your care must have enough suitably qualified, competent and experienced staff to make sure they can meet these standards. Their staff must be given the support, training and supervision they need to help them do their job.

**Fit and proper staff:** The provider of your care must only employ people who can provide care and treatment appropriate to their role. They must have strong recruitment procedures in place and carry out relevant checks such as on applicants' criminal records and work history.

**Duty of candour:** The provider of your care must be open and transparent with you about your care and treatment. Should something go wrong, they must tell you what has happened, provide support and apologise.

**Display of ratings:** The provider of your care must display their CQC rating in a place where you can see it. They must also include this information on their website and make our latest report on their service available to you.