

Job title:	Care Support Worker (Bank)
Responsible to:	Team Leader / Shift Manager
Holiday/Sickness Relief:	Care Support Workers and Housekeepers

Purpose of the Job

- To promote and work within our values:



- To provide quality care to Residents to improve their quality of life.
- To act as a Key Worker for assigned Residents.
- To work within our Code of Conduct / Behaviour Charter.

Specific Duties & Responsibilities

- To be aware of and work within charity policies and procedures ensuring that all relevant legislation is implemented and followed.
- To help create care plans for residents, with the Team Leader, as part of your role.
- To provide individualised personal care for Residents based on their care plans, considering their physical, emotional, social, spiritual, and cultural needs.
- To help care for sick people, when necessary, which may involve coping with severe illness, dying and bereavement.
- To accompany Residents where necessary, to hospital, clinics and general practitioner appointments and associated services, including social activities.

- To sluice, wash, iron, and organise Residents' clothing and bedding, and do basic clothing repairs as needed.
- To tidy and clean Residents' personal space including the washing of chairs, commodes, wheelchairs and aids and adaptations as necessary. To also help with basic housekeeping tasks for the benefit of residents, for example pot washing, vacuuming etc.
- To make sure Residents' nutritional needs are met according to their care plan.
- To respect Residents' privacy and dignity while helping them stay independent and ensuring their confidentiality.
- To greet and deal with all visitors in a professional manner.
- To monitor and record security and safety of the home and the wellbeing of residents', to comply with charity policy.
- To understand and comply with fire precaution procedures and health and safety regulations.
- To participate in meetings, reviews, staff development, appraisal and supervision as required within charity policies.
- To attend and fully participate in training as required by the charity, including completing the staff induction programme.
- To assist in buddying new staff.
- To perform any other tasks that fit your role.
- To keep accurate records and reports using the charity's recording and information systems (PCS) as required.
- To complete any other reasonable tasks assigned by the management team

Person Specification

- Be adaptable to change
- Have excellent observational skills
- Be able to build trust and rapport
- Be non-judgmental
- Have good time management and organisational skills
- Be willing to learn and develop
- Be approachable and able to connect and empathise with others
- Be able to use basic tech devices

This job description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.