

## JOB DESCRIPTION

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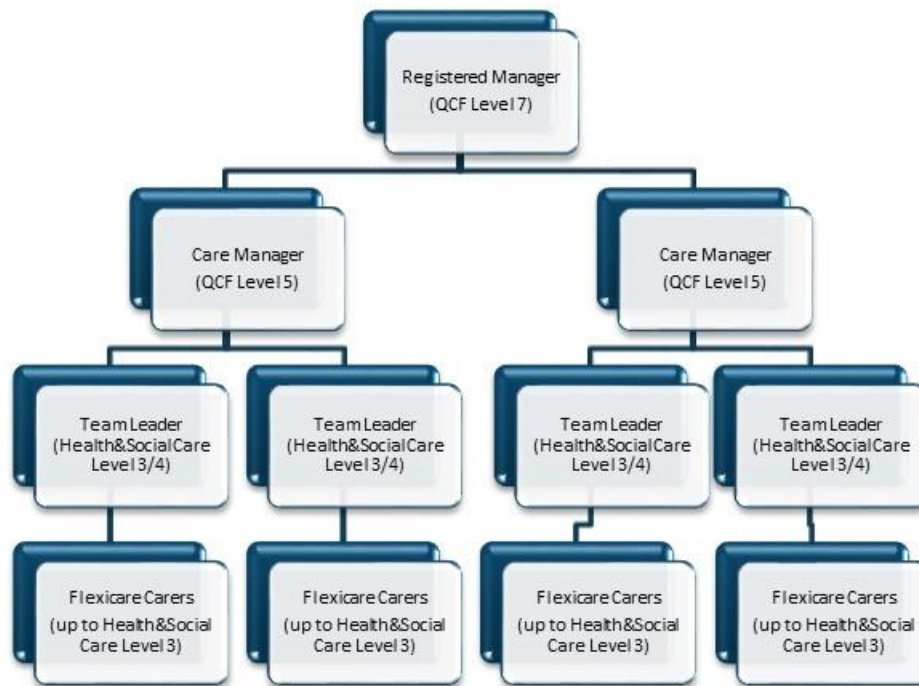
**Job Role:** Flexicare Carer

**Employer Name:** Flexicare At Home

**Issue date:** 20/12/2013

**Reports to:** Care Coordinator / Care Manager

**Organisational Chart:**



## Job Purpose

Flexicare Carers provide care packages to Clients of Flexicare At Home. Clients are older and younger adults, who may have one or more of the following:

- Physical disabilities
- Sensory loss
- Dementia
- Mental health concerns
- Learning disabilities or autistic spectrum disorder
- Terminal illness

Each Care Package is flexible and personalised to the Client and can cover:

- Personal Care and Support
- Rehabilitation Care
- Dementia Care
- Respite packages (e.g. providing short-term care to Clients in their own home when relatives are on holiday)
- 24 Hour Live In Care

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- Convalescence Care
- Palliative Care Support
- Social Care
- Travel Companionship
- Domestic Services
- Companionship Services
- Shopping and Pension Collection
- Appointment Support Services (e.g. transport and accompaniment to appointments)
- Light Home Maintenance
- Pet Care Services

### Job Dimensions:

Flexicare is committed to providing its Clients with knowledge based and holistic care which is packaged to their personalised requirements and delivered in the comfort of their own home:

- Enabling them to remain in their homes in a safe, comfortable and familiar manner;
- Enabling them to live as independently as they wish;
- Respecting their individual differences, choices, preferences and rights;
- Supporting their physical care;
- Promoting their psychological well-being.

All Flexicare staff are specifically selected for their innate caring nature, their empathy and their genuine passion for delivering care through their *Heart and Soul* and with the utmost:

- Consideration
- Compassion and;
- Respect for individuality, cultural and religious beliefs

Each staff member will have respect for each other's talents and abilities thus enhancing an open culture. This mutual respect will lie at the heart of the service delivery and will be evident to those receiving the care.

All Flexicare Carers:

- Attend a Flexicare induction training course, followed by a period of shadowing experienced Flexicare Carers;
- Are allocated a Team Leader/Care Manager who will act in a supervisory/support capacity;
- Would normally work independently, or as a member of a small team;
- Are expected to maintain high levels of cleanliness and hygiene;
- Are encouraged to continue on a nationally recognised training and developmental pathway;
- Are required to act in a professional manner, follow Company policies and procedures;
- Must be able to work flexibly.

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### **Core Values, Behaviours and Skills**

All Flexicare Carers must demonstrate:

- Commitment to high quality care and support;
- The highest levels of honesty and integrity;
- Commitment to personal development.

Flexicare carers will:

- Ensure that Client rights are protected;
- Help and support each other maintaining an open, positive and inclusive culture;
- Listen to, communicate with, value and acknowledge contributions from others;
- Support a work atmosphere which promotes a high quality of work life;
- Encourage innovative methods for the delivery of care;
- Accept the need for change and be open to new ideas and approaches;
- Relate well to people at all levels and different backgrounds showing tolerance and patience towards others;
- Maintain positive working relationships and seek to build rapport;
- Promote the importance of service quality;
- Seek and welcome feedback from others and actively learn from positive and negative experiences;
- Participate in the evaluation of the Company's care standards and care service provision;
- Support and maintain a culture of performance and excellence;
- Promote a positive image for employment within the Company;
- Work in a cost-effective manner.

### **Qualifications, Knowledge, Skills and Experience**

No formal qualifications are required as full induction training is provided. A full list of the person requirements are shown in the Person Specification. These include:

- A genuine caring, empathetic and considerate nature;
- Good communication skills (verbal, listening, written) and good English;
- A genuine desire to care for people;
- Ability to seek and understand other people's point of view;
- Able to follow policies, procedures and instructions;
- Reliability, flexibility and adaptability.

### **Training and Personal/Professional Development**

Following induction training, Flexicare Carers:

- Are to maintain and develop care skills and knowledge, and undertake such training and development as may from time-to-time be required to maintain best practice;
- Will receive regular supervisory sessions, appraisals and online assessments to enable the identification of their training and development needs;

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- Will receive further timely and robust training and encouraged to develop themselves personally and professionally.

Flexicare Carers will:

- Be willing to develop knowledge and skills;
- Receive full induction training, leading to recognised qualifications;
- Perform frequent self-assessments using an online assessment tool;
- Receive refresher training as and when required;
- Receive additional specialised training, as and when required to meet the needs of a Client(s);
- Attend regular staff meetings where care/wellbeing related presentations will be given by other staff and guest speakers;
- Be willing to work towards Level 2/3 diplomas in Health and Social Care.

## Main Job Activities

*(Note: In addition to these activities Flexicare Carers are required to carry out such duties as may reasonably be required by the business).*

### Care Plans

Flexicare carers will:

- Work collaboratively with colleagues and management to ensure an efficient and effective service delivery;
- Provide care in accordance with current best practices, agreed standards, legislative requirements and relevant regulations as shown in the Company's Policies and Procedures;
- Follow a Client's Care Plan as documented and maintained by the Care Manager, ensuring:
  - Care/Support is delivered at the times specified on the Flexicare Carer's timesheet;
  - The Client's choices, preferences, wishes and rights are central to that delivery.
- Maintain accurate care records;
- Bring to the attention of the Care Manager any concerns related to the Client.

### Health and Safety/Risk Management

Flexicare carers will:

- Be expected to maintain a safe working environment;
- To comply with the Company's Health and Safety policies and procedures, which comply with legislation and government regulations and initiatives;
- Have a personal responsibility to comply with the Company's Infection Control policy and procedure to protect their own health, that of their Clients, visitors and others;
- Report incidents following the Company's accident and injury policy and procedures;
- Have a responsibility to safeguard and promote the welfare of their Clients and themselves.

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### **Equality and Diversity**

Flexicare Carers must treat each other, management, their Clients and relatives:

- Equitably;
- With dignity and respect;  
Taking into account their race, gender, ethnic origin, age, disability and sexuality.

### **Patient Confidentiality**

Flexicare Carers must respect Client and business confidentiality at all times and not divulge Client information unless sanctioned by the requirements of the role or if the Flexicare Carer believes the information obtained poses a safeguarding risk or issue.

### **Communication & Working Relationships**

To deliver best practice and promote Client physical and psychological well-being, Flexicare Carers will work and liaise with Healthcare Professionals in a professional manner and in accordance with Flexicare's sharing Information policy and procedure.

### **Special Working Conditions:**

Due to the cost of induction and on-going training, Flexicare Carers are required (subject to work being available) to work at least 14 hours per week.

Due to the nature of the business, Flexicare Carers:

- Must be willing to work on a rota basis;
- Must be willing to work some unsociable hours to cover early morning, evening, weekend and bank holidays. Some positions available for overnight duties;
- Should be able to perform Personal Care duties such as intimate care, bathing, grooming, cleaning & hygiene, meal preparation, medication assistance;
- Should be able to transfer Client(s) safely (Moving and Handling) and within the sphere of the Flexicare Carer's training;
- must be able to cope with the:
  - Needs of vulnerable adults;
  - Challenging behaviour. Dealing sensitively with Clients who have high levels of anxiety and aggression caused by pain, dementia or limited mobility;
  - Complex needs;
  - Continence management;
  - Deaths of Clients.
- Will on odd occasions, and with agreement, be required to transfer to other Flexicare branches to maintain continuing care.

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### **Location:**

Flexicare Carers will be required to work at Client's own homes across the West Yorkshire area. Flexicare aim to allocate Carers to Clients based on:

- Client's needs and preferences;
- Flexicare Carer's training and competency;
- Continuity of care provision.

### **Supervisory Responsibilities**

On occasion, experienced Flexicare Carers may be asked to shadow new recruits.

### **Probationary Period:**

All new Flexicare staff are required to complete a probationary period of 12 weeks.