

JOB DESCRIPTION

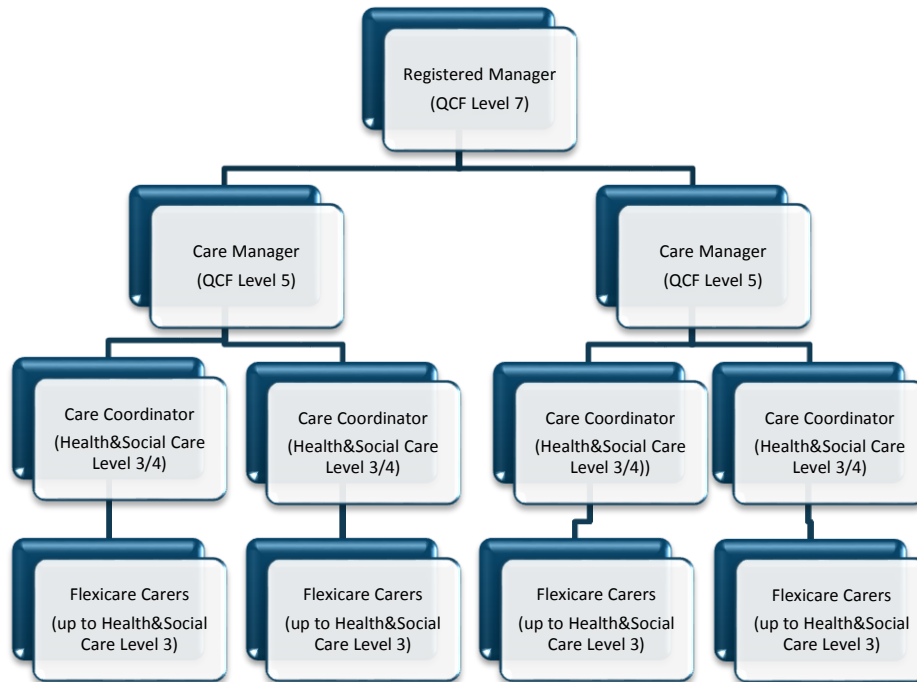
Job Role: Flexicare Carer (Live-In)

Employee Name: Flexicare At Home

Issue date: 01/12/2013

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
- Special communication needs
- Dementia
- Mental health concerns
- Learning disabilities or autistic spectrum disorder
- Complex health and care needs
- Terminal illness
- People recovering from a stroke
- Challenging behavior

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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)
- 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 personal 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;
- Supporting mental and social stimulation;
- 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 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.

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All Flexicare live-in Carers:

- Are allocated a Care Coordinator/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.

Core Values, Behaviours and Skills

All Flexicare live-in Carers must demonstrate:

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

Flexicare live-in Carers may work alongside other Flexicare carers and/or a multi-disciplinary team and/or client family members and 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

Live-in carers are required to have at least 1 years' experience and have completed all mandatory training required for working in a domiciliary care service. Specialist training in End of Life care, Palliative care and Dementia care may also be required.

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The induction training programme for live-in carers includes refresher training and specialist training, where required.

After induction they will be registered for our unique Psychology of Care training programme.

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

Flexicare Live-in 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;
- Will receive further timely and robust training and encouraged to develop themselves personally and professionally.

All Flexicare Carers will:

- Be willing to develop knowledge and skills;
- Receive induction training in a classroom and/or client's home setting;
- Perform 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 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, if applicable..

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Main Job Activities

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

Flexicare live-in Carers provide a care service that includes personal care and household care management. This service is personalised to the person requiring the support in the form of a Care Plan. Care duties will include assisting the Client with a variety of duties, observing and respecting the Client's dignity, privacy and independence as far as is practical.

Principal Responsibilities

The role of a Flexicare live-in Carer is varied and can cover any of the following:

- Providing personal and practical care and support services for people with a wide range of illnesses and disabilities;
- Assisting Clients with getting up and going to bed, dressing, undressing, washing, shaving, grooming, oral hygiene and bathing;
- Assisting with toileting, continence management and emptying commodes;
- Medication and other health related management;
- To help Clients with mobility problems and other physical disabilities, including help in use and care of aids and personal equipment;
- To prepare meals, snacks and drinks, and feed Clients who need assistance;
- Shopping, collecting pension, assistance with book-keeping and paying bills;
- Pet care may be required;
- To promote mental and physical activity through a variety of activities suitable for the Client, for example, conversation, reading, writing, hobbies, walks, shopping trips, recreation;
- To escort, where applicable, to day centres and appointments;
- To organise and receive visitors on behalf of the Client, e.g. invite Client's friends for tea;
- To work with multi-disciplinary teams involved in the Client's health and social care;
- To wash up; tidy and clear the dining and kitchen areas;
- To make and change beds and light housework;
- To launder Client's clothing and bedding;
- Keep own room clean and tidy and change sheets on hand-over days ready for next carer;

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- To read and write reports, and take part in staff and Client meetings;
- To be available to work and when agreed with Flexicare giving as much notice as possible of any unavailability;
- To perform such other duties as may reasonably be required.

Care Plans

Flexicare live-in 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, ensuring 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.
- To participate in reviews of Client's Care Plans, as required.

Health and Safety/Risk Management

Flexicare live-in 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.

Equality and Diversity

Flexicare Live-in 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.

Client Confidentiality

Flexicare Live-in 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.

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Communication & Working Relationships

To deliver best practice and promote Client physical and psychological well-being. Flexicare Live-in 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 Live-in Carers are required (subject to work being available) to work at least 2 days per week and be available to work on a weekend.

Due to the nature of the business, Flexicare Live-in Carers:

- Must be available 22 hours a day for those days on duty;
- Must negotiate breaks with client to ensure that these are consented and mutually suitable and inform the Flexicare office;
- Must inform the Flexicare office before taking extra or extended breaks to enable a risk assessment to be undertaken;
- Must not invite friends or family to the Client's home;
- Must respect the Client's home, routine and preferences;
- Must keep their own possessions in their bedroom;
- Must not use the Client's telephone for their own use.

Location:

Flexicare Live-in Carers will be required to live and 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 supervise new recruits.

Probationary Period:

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

	Name	Signature	Date
Flexicare Carer			
Care Manager			
Registered Manager			