

## PERSON DESCRIPTION

**Job Role:** Flexicare Carer

**Employee Name:** Flexicare At Home

**Issue date:** 10/01/2014

Criteria	Essential	Desirable	Evidence obtained from:
Qualifications / Training:		Willingness to train GCSE (or equivalent) in English	Certification Application form
Knowledge and Awareness:	Aware of people's individuality.	Awareness of: a) People's rights b) Importance of confidentiality c) Health and Safety issues d) Care Quality Commission regulations	Interview
Experience:		Previous experience of working in a Social Care environment, or providing care to a relative/friend	Application Form Interview
Personal Attributes:	Innate caring and considerate nature. Good levels of empathy. Sensitive and understanding. Approachable. Positive attitude. Enthusiastic and passionate about the delivery of quality care/support.		Interview

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Behaviours:	<p>Listens to, communicates with, values and acknowledges contributions from other staff members, Clients and their relatives/friends.</p> <p>Diplomatic, self-motivated, enthusiastic with a professional attitude.</p> <p>Seeks and welcomes feedback from others and actively develops using reflective practice.</p> <p>Relates well to people at all levels and different backgrounds showing tolerance and patience towards others.</p> <p>A good team player, with the ability to work flexibly in a diverse and demanding environment.</p>	Ability to manage change	Interview
Skills:	<p>Good English and Communication skills (verbal, listening, and written).</p> <p>Ability to work as an individual or as part of a small team.</p> <p>Ability to cope with distressing/difficult situations.</p> <p>Flexible attitude.</p> <p>Able to follow policies, procedures and instruction.</p>	Ability to remain calm in crisis situations	Application Interview

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Other Requirements:	<p>Smart, professional appearance.</p> <p>High standard of personal hygiene.</p> <p>Honesty and integrity.</p> <p>Good attendance record.</p> <p>Excellent time keeping.</p> <p>General health, physical and mental ability to undertake duties for the post.</p> <p>Commitment to develop self to enhance effectiveness of service delivery.</p> <p>Commitment to delivering a quality service.</p> <p>Clean driving licence and access to a car.</p>	<p><i>There may be a few opportunities to work as part of a small team (with one member with a car/driving licence), or as part of a 'walk' round.</i></p>	<p>Application</p> <p>Interview</p>