

## **JOB DESCRIPTION**

**JOB TITLE:** Live-in Carer

**WEEKLY RATE:** £600

**REPORTING TO:** Service Manager

### **JOB PURPOSE:**

To support customers with all aspects of their day to day living, so they can enjoy the best possible quality of life. Live-in Care Workers are employed to work with customers on a 24 hour basis to provide care and support as detailed specifically in the support plan provided for each individual.

You will stay in the customer's home, usually working alone. There will be pre-arranged breaks during periods when the customer does not need your services. This is often during the afternoons. Compassion, good communication skills and a calm and caring manner are essential for this important role in our company.

### **KEY RESPONSIBILITIES:**

To provide safe, reliable, compassionate care and support that is centred on the individual needs and wishes of each customer. This involves respecting each customers' choices and promoting their dignity at all times. You will build positive relationships with the customer, their family and other health and social care professionals. As you will be staying in the customer's home, you will follow their house rules and be mindful of their need for privacy.

You may be the only person the customer sees over a period of time, it is therefore essential to report any changes or causes for concern to your line manager promptly. You need to be clear about when to seek help and advice in order to keep customers safe and promote their well-being.

### **DUTIES:**

#### **Care and Support**

Provide non-discriminatory care and support that values the diverse and unique qualities of each customer. See the whole person and not merely a list of care needs. Carefully listen and observe how customers prefer their care and support to be delivered on a day to day basis. Help them make their own decisions and to be as independent as possible.

Follow instructions in the support plan which has been agreed with the customer. This may include:

- *All aspects of personal care*
  - Support with showering and bathing

- Support with getting dressed and grooming
- Supporting with using the toilet and continence care
- Support with tooth and denture care
- *Taking medications*
  - Encouraging, reminding, assisting and giving medications
  - Ordering and collecting prescriptions
  - Returning unwanted medicines to the pharmacy for safe disposal
- *Eating and drinking*
  - Helping the customer to plan what to eat and drink
  - Gentle encouragement when necessary to help eat and drink well
  - Shopping, preparing and serving food and drinks
  - Clearing the table, washing up and keeping the kitchen area clean and tidy
  - Agreeing with the customer how to store food safely and dispose of out of date produce
- *Safely using aids and personal equipment in a manner that respects the dignity of customers. For example:*
  - Standing and walking frames
  - Wheelchairs, manual and electric hoists
  - Sliding sheets and moving boards
  - Hearing aids and other physical aids
- *Housework*
  - Washing floors, vacuuming and sweeping
  - Laundry and ironing, making beds and changing the linen
  - Dusting and general tidying
- *Social and physical activities or mental stimulation such as:*
  - Answering the door and greeting visitors
  - Answering any emergency alarms and the telephone
  - Writing cards, letters or emails
  - Supporting a customer to go shopping, to see their friends or to other activities
  - Hobbies and recreations such as reading, looking through photo albums together, playing games etc.
- *Supporting a customer through temporary and terminal illness, including:*
  - End of life care
  - Hospital appointments
  - Liaising with community health support and families

## **Recording and reporting**

- *Record and report all relevant customer information including:*
  - The care and support that you provide and assistance with medication
  - Changes to a customer's condition or other concerns
  - Faulty equipment or hazards in the home

- Response to emergencies, accidents and incidents
- Safeguarding matters
- Contact with families or care workers and other professionals
- *Finances*
  - All monetary transactions should be recorded on the financial transaction sheet, giving all receipts to the customer or relevant family contact
  - Ensure all financial bills (i.e. gas, electricity etc.) are dealt with in accordance with the instructions written in the support plan
- *Keep all information about customers and their families secure and confidential*

## **Training and development**

- Attend identified training activities
- Attend appraisal and supervision meetings
- Follow JRH Support policies and procedures and guidance at all times

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list. JRH Support reserves the right to amend this Job Description from time to time, according to business needs. Any changes will be confirmed in writing. Please note that you share with JRH Support the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.

## **ROLE SPECIFICATION**

This provides a picture of skills, knowledge and experience required to carry out the role. We will use the essential criteria to select suitable applicants for this post. You should demonstrate, using examples where possible, how you meet the essential criteria.

### **Essential criteria**

#### *Personal attributes*

- Caring and compassionate towards people in need of care and support
- Respect and empathy for people experiencing a range of medical conditions with different backgrounds and beliefs to your own.  
Commitment to non-discriminatory care practice
- Self-motivated and keen to learn. Willing to seek guidance when needed and follow instructions
- Excellent time keeper and reliable

- Good hygiene practice, including personal hygiene and a smart appearance

#### *Knowledge and understanding*

- General understanding of the needs of people who require care and support
- Respect for the rights of our customers. Understanding the importance of giving care and support centred on the individual needs and wishes of each customer
- Understanding of why confidentiality is important and what this means as a care worker

#### *Experience and skills*

- Previous experience as a care worker
- Ability to listen, communicate clearly and build positive working relationships with customers, their families, JRH Support staff and other social and health care professionals
- Ability to give care and support to customers with aspects of their daily living in a manner that respects their dignity, is non-judgmental and promotes their independence, choices and privacy
- Good organisational skills, so that customers receive the services that they expect
- Ability to use own initiative and work alone and as part of a team, especially in an emergency
- Numerical skills to support customers in managing their money and buying shopping or paying bills when requested to do so
- Ability to keep written records in clear English about the care and support given to each customer including help with medicines
- Experience of working on own initiative and as part of a team

#### *Additional requirements*

- Commitment to respecting the rights of customers at all times, including their rights to privacy, dignity and independence

- Willingness to undertake training. All staff are expected to meet regulatory training standards
- This role will require you to obtain an Enhanced Disclosure from the Disclosure and Barring Service
- Class 1 business insurance (if using own car for business purposes)