

Title of Post: Care Worker
Reporting to: Assistant Service Manager/ Practice support Technician
Salary/Hourly Rate: £9.50
Location: Various
Hours: Full Time and Part Time Roles



Introduction

Highland Home Carers (HHC) was founded in 1994. We are a vibrant and forward-looking organisation. We have grown to become one of the major independent providers of home care and support services in Scotland. We currently employ over 450 staff and have a financial turnover of around £8 million. Our company has been owned by our employees since 2004. The business is governed and led by a Board of Directors, made up of two executive directors, three elected employee directors and three non-executive directors. We are a private limited company, with a strong commercial focus.

We provide a range of services for older and vulnerable adults in Inverness and across the Highlands:

- Care at Home
- Support Work
- Housing Support
- Supported Living Services

Job Purpose

To provide person centred care, which includes the delivery of personal care, enabling, maintaining and looking after the general wellbeing of vulnerable people in our communities, always respecting the human rights of the people you work with and behaving in a professional manner.

Main Duties

- Work in accordance with Care/Personal Plans through ongoing discussion with, and under direction of the Assistant Area Manager and a variety of professional staff, and to assist with rehabilitative programs and promote independence by enabling, maintaining, improving and maximising the individuals functioning.
- Work at part of the wider team ensuring that you communicate regularly and as necessary with colleagues.
- Assist/enable people we support with personal activities such as washing, bathing, personal hygiene, taking medication, dressing, shaving, toileting, continence care and meal preparation ensuring their dignity is respected at all times.
- Assist/enable people we support to acquire mobility skills and transferring safely e.g. from bed to chair, always following moving and handling protocols /risk assessments.
- Assist/enable people we support with cleaning, laundry, shopping and other household duties as required promoting their independence where possible.
- Using discretion, prompt and support where a person we support is physically able to carry out tasks but due to cognitive, mental health or behavioural issues is unwilling or unable to carry out these tasks.
- Assist/enable people we support to comply with their prescribed medication and to maintain records as required.
- Under the direction of professional staff and following required training, assist people we support with the administration of medication and areas of catheter care, stoma care, simple foot care, eating and swallowing to ensure safe oral intake and PEG feeding, in line with policies and guidelines.
- Observe, record and report any factors that may present risk or deterioration in the functioning of the people we support.
- Ensure all records of care/support are written legibly, accurately and signed.
- Work in accordance with company policies, health and safety guidelines and any other current legislation.
- Respect confidentiality at all times and clearly explain HHC Policies about confidentiality to people we support and other colleagues.

- Submit timesheets, expense claims and reports at times requested.
- Report any absence from work, planned or unplanned, as soon as possible the Assistant Manager/Operations Team.
- Be prepared to be flexible and provide cover for other care workers if they are absent from work.
- You may be required to undertake any other duties reasonable and appropriate to the level of the post as directed by the Assistant Service Manager, Service Manager, Practice Support Technician or any other member of HHC management.

Personal/Professional Responsibilities

- Become registered with the Scottish Social Services Council (SSSC) within the required timeframe and demonstrate good standards of work practice in accordance with the National Care Standards and SSSC's Code of Practice.
- Undertake and attend any job related training or supervision meetings as requested.
- Wear uniform issued by HHC and wear other clothing appropriate to the job respecting at all times people we support's personal/religious preferences and beliefs.
- Use Personal Protective Equipment such as disposable gloves, aprons and shoe covers, maintaining and controlling personal stock of equipment and materials.
- Ensure communication folders are kept tidy and report any changes to the Assistant Manager.
- Health & Safety is an integral part of any role within HHC. As such we would expect that all employees are aware of risks and work within our Health and Safety Policies.
- Make yourself familiar with Violent Incident and Accident reporting procedures and comply with them.
- Undertake a continual program of Risk Assessment in relation to their role within HHC.
- Declare issues that might create conflicts of interest ensuring that they do not influence your judgment or practice.
- Adhere to HHC Policies and procedures about accepting gifts and money from people we support.
- Ensure that you never discriminate against people we support, colleagues or other health professionals.
- Respect and adopt HHC's Values in everything you do.

Our Values: ERRICC

Excellence:

- We improve our service delivery, and processes, through incremental improvements.
- We support each other to be the best we can be and deliver excellent quality care and support.

Responsibility:

- We take personal responsibility for ensuring that we contribute to the provision of excellent, safe, high quality care and support, respecting the rights, inherent dignity, and worth of all individuals.

Respect:

- We are committed to building relationships of respect with our colleagues, people we support, and other stakeholders.
- We uphold the right of every human being to be respected in ways which enable them to develop their full potential.

Integrity:

- We have strong moral principles, and we will conduct ourselves with honesty, fairness, and transparency.
- We will create and maintain the trust and confidence of people that we support, their families, and communities.

Compassion:

- We focus on our interactions with others, and we will respond with kindness, care, and support.

Collaboration:

- We involve and value others, and we optimise our shared experience and expertise.
- We cooperate with others, by sharing ideas and insights, to find ways of achieving positive change, individually and collectively.

HIGHLAND HOME CARERS**Person Specification: Care Worker****Essential:****Desirable:****Qualifications**

- Good basic education including numeracy & literacy.
- A willingness to become registered with the SSSC and to keep registration up to date.

- SVQ Level 2 in Social Care or willingness to work toward this.
- Experience of providing care or being involved in the Social Care sector.

Knowledge:

- Demonstrate an understanding of what the role job involves.

- A broad understanding and appreciation of the Health & Social Care Sector.

Skills and Abilities

- Commitment to learning and keeping skills updated.
- Excellent interpersonal skills; an effective and sensitive communicator.
- Ability to make decisions.
- The ability to communicate with the people we support, their families and a range of other health professionals.

- Understanding of the employee ownership model.

Equal Opportunities

- Commitment to incorporating Equal Opportunities and diversity principles in all aspects of work

Other Considerations

- Have a flexible approach to work and a willingness to embrace and commit to person centred support.