



## Carer Support Worker Job Description

Staff will be encouraged and supported to see their work in terms of helping people to achieve their goals and desired outcomes and not just to perform the prescribed tasks. The job description is a broad description of the duties a Carer Support Worker will be expected to perform with some examples given for what the main duties actually involve. The exact duties to be carried out for each person with care needs are not limited to those examples; these will be agreed with a senior member of staff before the Carer Support Worker begins providing support and will then be set out in a person centred care plan. Comprehensive induction training will be provided. Staff will not work unsupervised until induction has been successfully completed.

Crossroads Together provides support to carers and people with care needs 24 hours a day, 365 days a year. The Carer Support Worker's working pattern will be agreed between them and a senior member of staff.

**Job title:** Carer Support Worker

**Location:** The Care Worker will work in the service user's home and community setting.

**Responsible to:** Care Coordinator

### Main aims of the post

- To assist with all aspects of personal care. Including, washing, personal hygiene, dressing and assisting with meals, whilst ensuring dignity and respect are maintained at all times for people who use our care and support service
- To show commitment to the mental and physical wellbeing of people who use our care and support service by being creative and helping them to participate in daily activities of their choice such as; day trips, recreational/ leisure activities, crafts, reading, writing, cooking, baking
- To provide emotional support to carers and people with care needs including, active listening and providing advice and signposting

### Duties to include

- To assist with personal hygiene, for example helping the person with care needs to have a bath or shower, to go to the toilet or to care for their skin or hair
- To assist with dressing / undressing, choice of clothes and personal appearance
- To support the person with care needs with their medication

- To assist with mobility including use of wheelchairs, hoists etc
- To assist with a therapeutic programme designed by a medical professional
- To provide emotional support, companionship and a safe environment for those in need of supervision and help
- To carry out basic first aid and summon emergency services
- To report any concerns about abuse or the welfare or safety of any adult or child there is contact with at work to a line manager / nominated person / person on call
- To undertake specialised tasks as agreed and after appropriate training, for example, administration of medication by specialised techniques, toe nail care and assistance with oxygen therapy
- To support the person with care needs with activities outside their home, for example community activities, shopping or attending medical appointments
- To provide support with organised group activities for people with care needs
- To prepare meals and drinks and provide assistance with eating / drinking
- To help clean the home for example: washing up, vacuuming, cleaning the bathroom and doing laundry
- To look after pets
- To promote and adhere to Crossroads Together workplace values of Caring, Together, Integrity, Quality and Creativity

### Health and safety

- To implement, operate and maintain safe systems of work in accordance with Crossroads Together policies, procedures and guidance, training and associated risk assessments
- To report to your manager any situations or issues for concern relating to significant foreseeable risks, incidents (including near misses) and / or accidents which give cause for concern in relation to safe systems of work (affecting your own health and safety or that of others affected by your work activities)

### General

- To be committed to safeguarding and promoting the welfare of vulnerable adults and children
- To work at all times within the philosophy and policies of Crossroads Together
- To comply with the Health & Safety at Work Act 1974 and with Crossroads Together policy, paying particular attention to the reporting of dangerous situations
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that Equal Opportunity principles are applied at all times
- To comply with the Code of Conduct
- To undertake any other duties that may be considered commensurate with the level of the post and that are set out in the care plan

**Person specification:**  
**Carer Support Worker**

Essential	Desirable
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>A caring individual who is compassionate about providing care and support to vulnerable people.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of providing care</li> <li>Experience of working with vulnerable adults and / or children</li> </ul>
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Good standard of written and verbal English. (The organisation will explore if suitable to support employees to develop these, and other core skills needs)</li> <li>Commitment to undertake Health and Social Care Diploma level 2 within two years of appointment</li> </ul>	<ul style="list-style-type: none"> <li>Health and Social Care NVQs level 2 or 3 / Health and Social Care Diploma level 2 or 3</li> </ul>
<p><b>Skills and abilities</b></p> <ul style="list-style-type: none"> <li>Able to develop good working relationships with carers and people with care needs while maintaining appropriate personal boundaries</li> <li>Able to work independently and take initiative while working within Crossroads Together policies, procedures and guidance ensuring a safe and effective service to others is provided</li> <li>Able to demonstrate good verbal and written communication skills</li> <li>To show trust and reliability to be able to lone work whilst supporting vulnerable adults and/or children</li> <li>To be honest and transparent not be afraid to admit when you have made a mistake</li> </ul>	
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Understanding of the importance of confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of the needs of carers</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>To be committed to safeguarding and promoting the welfare of vulnerable adults and children</li> <li>Able to work in the area covered in a time and cost effective manner. Drivers will only be permitted to carry service users if they have held a driving licence for at least one year and have no more than six points on their licence</li> <li>Applicants must be willing to undergo screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service</li> </ul>	