**JOB DESCRIPTION**

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| **1.** **JOB DETAILS** |  |
|  **Job Title:** | Care Worker |
|  **Location:** | West/ Borders  |
|  **Team/Directorate:** | Care SBU |
|  **Responsible To:** | Team leader |
|  **Responsible For:** | Cooks and Domestics |
|  **Indirectly Responsible For:** |  |

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| 2. JOB PURPOSE |  |

 Deliver care at-home services to customers within Hanover.

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| 3. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES |

3.1 **Main Duties and Responsibilities**

* Provide care services to residents, while working to SSSC codes of practice and Health and Social Care Standards
* Undertake all training and eLearning relevant to the care role.
* Develop good working professional relationships with residents and families to meet their needs.
* Assist in care planning for residents to achieve positive outcomes.
* Provide and maintain manual and electronic records to required standards.

# 3.2 Key Relationships – Internal & External

Internal

* Develop and maintain good relationships with customers.
* Accept support and guidance from Housing with Care Manager and Team Leader.
* Accept support and guidance from other team members and Hanover colleagues.
* Accept support and guidance from the Operations Manager.

External

* Develop and maintain relationships with Customers’ families.
* Work with and maintain relationships with external agencies including GPS, Pharmacies, District Nurses and other health and social care professionals.
* Work with and assist external stakeholders involved in the provision of care.
* Assist and develop relationships with visitors, promoting the service to them and others

# 3.3 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
* Comply with safe working practices as defined by Hanover.
* Rigorous compliance with the Administration of Medicines Policy, Moving and Handling of People Procedure and other care-related policies and procedures.
* Complete online training as and when required.
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.4 General

* Be aware of and always adhere to Hanover’s policies and procedures.
* Take part in performance reviews and one-to-one meetings with your manager throughout the year.
* Cooperate with other Hanover departments to achieve good outcomes for our customers, colleagues, and contractors.
* Attend training courses and complete online training modules as required to meet the requirements of the post.
* Take responsibility for own personal development, seeking out opportunities to learn new skills.
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.
* Be an ambassador of Hanover’s values and behaviours at all times and demonstrate high levels of integrity in the course of your duties.

3.5 Other

* Always apply Hanover’s values and behaviours to every aspect of the role
* Protect and enhance the interests and reputation of Hanover internally and externally.
* Act as a role model and always treat colleagues and customers with integrity and respect.
* Comply with Hanover’s Code of Conduct.

**JOB TITLE**

**Person Specification**

| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| --- | --- | --- |
| **Qualifications and specific training** | Be able to be registered as a support worker in an adult social care service with SSSC within 6 months of beginning the role (see desirable SVQ2) | SVQ 2 or SVQ 3 health and social careMedication units in SVQREHIS elementary level |
| **Experience** |  | Demonstrable experience of working with people in a care environment  |
| **Knowledge** | Awareness of person-centred care  | Awareness of dementia  |
| **Skills** | Basic literacy and numeracy skillsBasic IT skillsGood communication skillsGood team working  |  |
| **Personal attributes** | Key Behavioural requirements within role.Aligned to Hanover Values:* Respect
* Accountability
* Collaboration
* Inclusion
 |  |

| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| --- | --- | --- |
| **Additional requirements** | Work environment Physical demand, physical fitness for moving and handlingHours are flexible covering early and late shifts 365 days per year.Some travel may be required for training and to provide essential cover.  |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**