



AIIRBORNE GROUP LIMITED

7/02/2023

Primary Business Address:

Address 1-9 Barton Road, Bletchley, Milton Keynes, MK2 3HU

Phone: 01908272892 /07741320649/07487272069

Fax:

E-mail: info@aiirbornecare.co.uk /aiirborne123@gmail.com

JOB DESCRIPTION

Job Title: Community Support Worker

Department: Domiciliary Care

Location: Francis House – Regular travel around the Bedford area

Workplace Values

To operate in in line with the workplace values which are:

1. Innovative - *embrace new ways of working through innovation and learning from experience*
2. Caring - *show willingness to care for the other person*
3. Professionalism - *take accountability and act in a professional manner*
4. Courage - *do the right thing by being open, honest and transparent*
5. Compassion - *care about acting with kindness*
6. Competence - *strive for self-improvement by acquiring the knowledge and skills to do my job*
7. Equality- *promote equality of opportunity to all*

Main Duties and Responsibilities

Care and Support Delivery

To visit service users in their own home environment and deliver all aspects of the care and support of the individual as detailed in the care plans

1. Monitor the service user's condition, ensuring that any mental or physical health changes are communicated to the Registered Manager and documented on Log my care software
2. Complete care notes detailed and concisely
3. Report any concerns to your line manager

4. Complete regular reports about service users such as daily progress notes and reports required for care reviews
5. To Communicate effectively with the allocated service user
6. To work closely with external agencies that take part in the service users review process i.e. Milton Keynes Borough Council and liaising with social workers and OTS on a daily basis about general care needs
7. Be responsible for planning and preparing balanced and nutritional meals for the service users allocated
8. Engage and support the service user with activities of daily living, such as personal care, personal hygiene, shopping, budgeting and household tasks
9. To ensure the safety and wellbeing of service users at all times by raising safeguarding alerts, supporting the service users in raising complaints and concerns via the appropriate channels and ensuring appropriate recording documents are sent to the Registered Manager
10. To take responsibility in completing incident and accident documentations in line with policy and seek advice from the Senior Compliance Lead, where appropriate
11. To act as an advocate for the service user where required and provide support in accessing external agencies i.e. advocacy, citizen's advice
12. Liaise with service users' families and carers regarding sensitive issues relating to the service user's needs, care and identified risks, as agreed in the care/support planning process
13. Along with the service user, attend health and social care appointments outside of the home
14. To administer medication and prompt the service user where required in line with the company policy and procedure
15. To contribute, as appropriate, to the production, analysis, sharing, presenting and actioning of reports, at appropriate forums to promote excellence in compliance and / or improved performance

Line Management

1. To work proactively with the Compliance Administration team in addressing actions and learning outcomes arising from service audits and spot check actions in real time

Under the instructions of the Registered Manager, support in covering the service rota during periods of unplanned / planned events

To represent the organisation in a professional manner at all times and be respectful of the service users home environment

To carry out the vast majority of the work in the field, including care call and 1:1s with support workers, ensuring company policy, procedure and lone working safety is followed

The job holder may be required to undertake other reasonable duties as required by the line manager.

PERSON SPECIFICATION

Skills & Experience

- Excellent communication skills
- Ability to get on with people of all ages and backgrounds
- Previous experience of working within a care role
- A practical and flexible approach to work
- Ability to work as part of a team
- Ability to work on own and take initiative and embrace innovative ways of working

Education / Qualification

- Health and Social Care L2 Qualification or equivalent qualification / experience
- Good command of the English language, both written and spoken
- Ability to use Microsoft Office – Word and Excel

Special Features

- Flexible and adaptable approach to shifts and rotas.
- The ability to travel to various locations across Bedfordshire
- Ability to demonstrate, understanding and apply our workplace values

DECLARATION

I agree to fulfil the duties and responsibilities to the best of my ability within this role.

Print name.....

Date.....

Signature