

JOB DESCRIPTION

Job title: Personal Care Assistant
Reports to: Manager

Job Description Summary

To work directly with Clients, in the clients' own home, to provide a skilled and sensitive service which provides day-to-day personal assistance, emotional and physical care and helping the client to maintain and promote their independence.

Responsibilities

Main duties and responsibilities:

1. To enable clients to live in their own homes and in a manner that reflects their own personal preferences and interests.
2. To provide support, encouragement and practical assistance which helps the client to maintain and promote independence, which may include planned risk taking.
3. To communicate back to the office any relevant concerns or issues you may have in connection with the client.
4. To comply with Aspire Home Carers Ltd's (Aspire) policies and procedures.
5. To observe good practice (as set out in handbooks, selection training, training sessions and advice)
6. To conduct yourself professionally at all times, this includes complying with the uniform and work wear policy (unless otherwise specifically exempt) and displaying a photographic identity badge, being a reliable time-keeper, remembering that you are a guest in the clients home. To promote a clean, positive and facing culture.
7. To ensure that no tasks are completed unless specified in the clients care plan and any changes made to the care plan are reported back to the line managers.
8. To inform the Aspire of any warning, reprimand, caution, conviction or any other known substantial information which occurs, during and after your recruitment, selection training, training and any engagement (work) that you undertake whilst working through Aspire.
9. To support carers, advocates, health professionals and other care organisations in effecting the most co-ordinated and seamless package of care possible.
10. To be able to show organisational and leadership skills and to lead and assist with training of other carers.

Personal work plan to achieve objectives:

1. To be agreed by the immediate Line Manager with the employee as individual cases arise, with the employee's progress being reviewed at regular pre-determined intervals. Specific duties will be specified in the care plan.

Performance evaluation:

To be met through:

1. Client satisfaction (as determined by informal and formal feedback)
2. Weekly liaison with your immediate Manager
3. Case meetings
4. Regular supervisory sessions including yearly performance reviews
5. Selection training and ongoing personal development

Resources available:

1. In addition to support from local office(s) and central administration, specialist resources may be accessed through the company database or register as required on a case-by-case basis.

Key performance areas:

- Achieving customer satisfaction.
- Providing Service:
 - 1) In accordance with good practice.
 - 2) As specified in the individual customer guide and care plan.
 - 3) At the times required.
- Participation and interest in case reviews (where appropriate)
- To treat and give care to all clients equally and with respect, irrespective of gender, age, race, sex, ethnicity, religion, political opinion, disability, sexual orientation, gender reassignment status or physical and financial circumstances.

NOTE: AT NO TIME MUST A PERSONAL CARE ASSISTANT UNDERTAKE NURSING TASKS

Capability, knowledge and experience

1. Experience in health and social care
2. Leadership and organisational skills

Education and Qualifications

1. Formal selection training upon engagement, with additional training as required by legislation, good practice, service development and/or identified personal development needs.
2. All care staff are required to undertake professional qualifications. This includes registration of and commencement of the appropriate QCF level training in care within 6 months, and completion of this qualification within 3 years.
3. All care staff to undertake update training on an annual basis.

Personal Characteristics:

- A very positive person
- Motivated by making a difference
- Very caring
- Respects others
- Good at tuning into other people
- Honest
- Reliable
- Cares about doing things right
- Persistent
- Hardworking

The duties listed above are not exhaustive. Additional hours of work may be required, as determined by the needs of the business. Managers and staff may be required to undertake additional duties, responsibilities and projects as appropriate, and in a professional manner.

I hereby confirm that I have read and understood and agreed to the job description

Print name

Signature

(Employee)

Date

Signature

(Employer)

Date