ROLE PROFILE

Role Title:	Care & Support Worker
Department:	Retirement Living
Role Purpose:	You will provide customers with a quality service of care and support customers to maintain an independent lifestyle. You will be responsible for assisting customers with medication and liaising with other professionals to support the customer's health and wellbeing. You will also be participating in the schemes activity planning, providing a range of social activities to our customers.
Reporting to:	Scheme Manager
Responsible for:	None
Disclosure level:	Enhanced
Role Level:	Detail the Behaviours & Standards level that this this role sits at: Frontline Worker

Key Role Responsibilities	To ensure that customers care and support needs are identified through a comprehensive Care and Support Plan which is reviewed as and when required. To actively take part in Care Planning and Risk Assessments of your customers. To ensure an individual's assessed needs are met through a person centred Care and Support plan whilst maximising independence and quality of service. To ensure privacy and dignity is maintained at all times whilst delivering a high standard of personal care and support. To effectively and appropriately network with other partners and stakeholders, which may include health and social care professionals, advocates and other representatives identified by the customer. To encourage customers engagement and participation in activities on scheme and within the local community. To support customers to maintain the cleanliness of their room on a need led basis. To participate with other staff members to provide a laundry service for the customers.

	To participate in maintaining the scheme physical environment with the housekeeping team. Support customers to access the schemes restaurant service. To adhere to Midland Heart's cash handling policy and procedure. To carry out administration tasks as required and commensurate with job role and responsibilities. To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.

Education, Qualifications and Training	NVQ2 or equivalent qualification or willingness to work towards. Basic literacy and numeracy skills. Basic IT skills.
Knowledge and Experience	Experience/understanding of working in a domiciliary care environment. A good knowledge of the client group is required, whether this be through previous work or within personal life. A good knowledge of the role to be carried out, and/or a willingness to learn.
Role Specific Skills & Behaviours	Ability to communicate with staff at all levels. Able to work on their own initiative. Ability to work well as part of a team. Have the ability to communicate respectfully and appropriately with customers, relatives and outside professionals. Good written and verbal communication skills. To have an understanding of the impact of their performance and actions of the team. Be able to learn from others within the team, and pass on skills and knowledge to others. Have an innovative approach to the workload, i.e. looking for alternative ways to get things done. Understanding of and commitment to the principles of equality and diversity.