

### ROLE PROFILE

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| <b>Role Title:</b>       | Care and Support Worker   |
| <b>Department:</b>       | Retirement Living   |
| <b>Role Purpose:</b>     | 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 planner, providing a range of social and wellbeing based activities including the delivery of workshops at the scheme. |
| <b>Reporting to:</b>     | Scheme Manager  |
| <b>Responsible for:</b>  | None  |
| <b>Disclosure level:</b> | Enhanced DBS disclosure   |
| <b>Role Level:</b>       | <u>Frontline Worker</u>   |

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| <b>Key Role Responsibilities</b> | <ul style="list-style-type: none"> <li>• To ensure that customers Care and Support needs are identified through a comprehensive Care and Support Plan which is reviewed every quarter or as and when required</li> <li>• To ensure and individuals assessed needs are met through a person centred care and support plan whilst maximising independence and quality of service</li> <li>• To ensure privacy and dignity is maintained at all times whilst delivering a high standard of personal care and support</li> <li>• 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</li> <li>• To encourage customers engagement and participation in activities on scheme and within the local community</li> <li>• To support customers to maintain the cleanliness of their home on a needs led basis</li> <li>• To participate with other staff members to provide a laundry service for the customers</li> <li>• To participate in maintaining the scheme physical environment with the housekeeping team</li> <li>• Supporting customers to access the schemes restaurant service.</li> </ul> |
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|  | <ul style="list-style-type: none"> <li>• To adhere to Midland Hearts cash handling policy and procedure.</li> <li>• To support effective running of the scheme including ensuring the scheme is a clean and safe environment to live and work in.</li> <li>• To carry out administration tasks as required and commensurate with job role and responsibilities</li> </ul> |
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| <p><b>Education, Qualifications and Training</b></p> | <p>NVQ level 2 in health and social care or equivalent qualification or willingness to work towards.</p> <p>Basic literacy and numeracy skills</p> <p>Basic IT skills</p>   |
| <p><b>Knowledge and Experience</b></p>               | <p>Experience of working in a domiciliary care environment.</p> <p>Experience/Understanding of issues relating to older people.</p> <p>A good knowledge of the client group is required, whether this be through previous work or within personal life.</p> <p>A good knowledge of the role to be carried out, and/or a willingness to learn.</p>   |
| <p><b>Role Specific Skills &amp; Behaviours</b></p>  | <p>Ability to communicate with staff at all levels.</p> <p>Staff need to be able to work on their own initiative.</p> <p>Work well as part of a team.</p> <p>Have the ability to communicate respectfully and appropriately with customers, relatives and outside professionals.</p> <p>Good written and verbal communication skills.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p> <p>Staff need to have understanding of the impact of their performance and actions of the team.</p> <p>Be able to learn from others within the team, and pass on skills and knowledge to others.</p> <p>Have an innovative approach to the workload, i.e. looking for alternative ways to get things done.</p> <p>Learn from others in the team.</p> <p>A commitment to Midland Heart values of being people focussed, professional and inclusive</p> |

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|  | <p>A willingness to attend mandatory class room based training and E-learning.</p> |
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