JOKLAD HEALTHCARE LIMITED

..... bringing care to your doorstep

415 Peat Road

Glasgow

G53 6SG

# CARE ASSISTANT

## Job Description and Person Specification

**Our employment commitment:** Joklad Healthcare Limited is a Real Living Wage employer. Pay for this role will be no less than the applicable UK real Living Wage rate, with changes reviewed when the Living Wage Foundation announces its annual rate.

## 1. Job details

| | |
|---|---|
| **Job title** | Care Assistant |
| **Department/ service** | Care at Home / Home Care Services |
| **Reports to** | Care Coordinator |
| **Location** | Community-based within the organisation's approved service areas such as Glasgow and Renfrewshire council area. |
| **Hours** | As stated in the contract; shifts may include evenings, weekends and public holidays |
| **Hourly rate** | £13.45/hour |
| **Contract type** | full-time / part-time / bank |

## 2. Job purpose

To provide safe, compassionate and person-centred care and support to adults in their own homes and communities. The Carer will promote dignity, choice, independence, wellbeing and social inclusion while following each person's agreed care and support plan, risk assessments and personal outcomes.

## 3. Our values and expectations

- Treat every person with dignity, respect, compassion and kindness.
- Listen to what matters to each person and support informed choice and control.
- Promote strengths, independence and positive risk enablement rather than creating unnecessary dependence.
- Work reliably, honestly and professionally, maintaining appropriate boundaries at all times.
- Respect equality, diversity, human rights, culture, faith, identity and communication preferences.

# 4. Key duties and responsibilities

## Person-centred care and support

- Deliver support in accordance with the individual's care plan, personal outcomes, risk assessments and agreed routines.
- Encourage the person to do as much as possible for themselves, providing graded assistance only where needed.
- Support personal care sensitively, including washing, bathing, dressing, continence care, oral care, grooming and skin care, while protecting privacy and dignity.
- Support safe mobility, transfers and positioning using approved techniques and equipment, and only when trained and assessed as competent.
- Prepare meals and drinks in line with individual preferences, dietary requirements and any swallowing or nutritional guidance.
- Support medication in accordance with the care plan, company policy, training and assessed competence; record support accurately and report errors or concerns immediately.
- Support household tasks that are part of the agreed care plan, such as light cleaning, laundry, shopping and maintaining a safe living environment.
- Enable access to appointments, activities, relationships and community opportunities, supporting social inclusion and meaningful daily life.

## Observation, recording and communication

- Observe and promptly report changes in health, mood, behaviour, mobility, nutrition, skin condition or general wellbeing.
- Use of good communication skills to engage with individuals, relatives/carers and others.
- Delivering a personal outcome approach.
- Supporting individuals to attend appointments e.g. people with mental health or learning disability issues.
- Complete daily notes, medication records, incident forms and other required documentation accurately, factually, legibly and on time.
- Communicate respectfully with people receiving support and, where consent and information-sharing arrangements allow, their families, representatives and relevant professionals.
- Participate in handovers, reviews and team communication, escalating concerns to the appropriate senior colleague without delay.
- In accordance with assessed needs/care plans, provide a range of activities, working with individuals to support them in achieving identified goals.
- Assisting with using Telecare provisions, both basic and enhanced where required.

## Safety, safeguarding and professional practice

- Recognise, respond to and report suspected abuse, neglect, exploitation or harm in accordance with safeguarding procedures and whistleblowing arrangements.
- Awareness of Adult Support and Protection and how to report concerns.

- Follow infection prevention and control requirements, including hand hygiene, appropriate use of personal protective equipment and safe waste disposal.
- Follow health and safety, moving and assisting, lone-working, fire safety, food safety and emergency procedures.
- Maintain confidentiality and handle personal information securely, sharing information only on a lawful and need-to-know basis.
- Maintain professional boundaries and never accept inappropriate gifts, borrow money, manage personal affairs without authorisation, or use a person's property for personal benefit.
- Comply with the SSSC Codes of Practice, company policies, contractual responsibilities and lawful management instructions.
- Attend induction, mandatory training, supervision, appraisal and competency assessments, and take responsibility for continuous professional learning.
- Maintain any required SSSC registration and promptly disclose matters that may affect fitness to practise, PVG status or suitability for the role.

## 5. Working relationships

- The postholder will work collaboratively with people receiving support, families and representatives (where appropriate and with consent), colleagues, managers, health and social care professionals, commissioners and other authorised partners.
- Undertaking delegated tasks to contribute to the safe and smooth running of the service or department.
- Observing Health & Safety at Work Act at all times and complying with Joklad Healthcare Limited health and safety policies and guidelines.
- Being responsible for materials/equipment in use, notifying senior staff of any defect and taking action to remove defective equipment from use.
- Ensuring areas are well maintained and comply with health & safety guidance, ensuring the safe use of equipment and storage of materials.
- Being responsible for maintaining stock, and advising on resources to carry out the job.

## 6. Working arrangements and role requirements

- Community-based work involving travel between people's homes. A driving licence and access to suitable transport may be required for particular rotas or locations.
- Flexibility to work agreed shifts, which may include early mornings, evenings, weekends, sleepovers or public holidays, depending on service need and the contract.
- The role may involve standing, walking, bending and assisting with mobility. Safe systems of work, training, equipment and reasonable adjustments will be considered and applied as appropriate.
- The postholder must not undertake any task for which they have not received the required instruction, training, authorisation or competency assessment.

## 7. Most Challenging/Difficult Parts of the Job

- Managing daily conflicting demands of individuals, and families.
- Working within individuals' own homes where the environment may be unfamiliar/ unsuitable.
- Driving during inclement weather.
- Emotional and physical demands of the workload.
- Coping with anxious, sometimes demanding individuals and their relatives/carers and dealing with relatives/carers' enquiries/concerns.
- Adapting to unforeseen circumstances, using prioritisation and time management skills to use time effectively.

## 8. Pre-employment and ongoing requirements

- A satisfactory Level 2 disclosure with PVG Scheme membership appropriate to the regulated role, obtained before carrying out the role.
- Satisfactory identity, right-to-work and employment-history checks, together with suitable references.
- SSSC registration in the appropriate part of the Register, or willingness and eligibility to apply within the required timescale, and thereafter maintain registration.
- Completion of the organisation's induction, mandatory learning, shadowing and competency assessments before undertaking relevant duties independently.
- Commitment to obtain and maintain any qualification required for the role and registration category.

## 9. Physical, Mental, Emotional and Environmental demands of the job

Physical

- Work within Moving and Handling Guidelines to assist with personal care.
- Ability to use tools for wheelchair adjustment.
- Height adjustment of activities of daily living equipment (frequently).
- Continuous need to walk throughout working day to provide care services (daily).
- Risk-assess areas of work and take appropriate action to enhance space etc., as necessary (daily).
- Driving throughout the Locality for home visits.
- Loading, unloading home visit car with people and necessary equipment.
- Moving and handling of physically disabled/ill patients/equipment e.g. wheelchairs (daily).
- Moving and handling of heavy equipment (daily).
- Propelling wheelchairs.
- Exposure to body fluids, faeces, emptying urinals, catheter bags (daily).
- Exposure to violence and aggression (infrequently).
- Exposure to hazardous substances (infrequently).
- Exposure/use of cleaning fluids (daily).

Mental

- Concentration, decision making and organisational skills to cope with competing demands/frequent interruptions (daily).
- Recognising peoples' changing care needs and modifying interventions and approach to appropriate treatment outcomes (frequently).

- Constant awareness of risk, continuously risk assessing.
- Constant awareness of the importance of confidentiality.
- Occasional physical/verbal abuse.

Emotional

- Emotional demand in relation to family and human dynamics, dealing with people in distress such as adjusting to disability (frequently).
- Emotional demand to provide care and support over long periods of time where an individual has enduring health problems/disability e.g. Multiple Sclerosis (frequently).
- Emotional demands of involvement in individuals' complaints (occasionally).
- Emotional demands relating to lone working in the community e.g. isolation (daily).
- Emotional demands of living and working in the community.
- Emotional demands of fulfilling individuals' and relatives' expectations re outcomes of rehabilitation (frequently).
- Working with terminally ill people (occasionally).

Environmental

- Risk assess individual's own home environment when undertaking home visits and promote a safe environment whilst being sensitive to individual's home and property (frequently).
- Working in environments with constant changes of temperature e.g. home visits, car, office, community settings (daily).
- Working in home environments which lack basic standards of hygiene (occasionally).
- Coping with unpleasant materials and smells, bodily fluids etc (occasionally).

## 10. Knowledge, Training, and Experience required to do the Job

- Evidence of paid or voluntary employment.
- Educated to Standard Grade or equivalent.
- Experience in IT, e.g., Microsoft (Word, Excel), e-mail, and internet.
- An interest in caring for people.
- Experience in dealing with vulnerable adults, especially older adults, preferably in a caring capacity.
- Has the required skills and ability to meet professional body registration requirements (if required) i.e. SSSC.
- Has completed or is willing to undertake a recognised national programme of competency-based training for Support Workers, e.g. SVQ Level 3 or equivalent.
- Health and safety risk awareness.
- Ability to work as part of a team.
- Good communication skills, written, verbal, I.T.
- Clean driving licence
- Evidence of ongoing personal development/training in work setting.
- Ability to undertake a programme of preparation for the role.
- Ability to work single-handed with individuals/groups within a supportive environment.
- Ability to undertake work which can be physically demanding.
- Good Organisational /time management skills.
- Understanding of professional conduct.
- Understanding of the need for confidentiality at all times.

## 11. Best Practice

- Share best practice with team members to improve team performance.
- Demonstrate personal commitment to tasks and objectives, routinely delivering a first-class service to all service users.
- Work with pride and commitment to achieve high personal and professional standards, delivering individual, team and organisational goals in line with corporate objectives.

## 12. Job Description Agreement

| | |
|---|---|
| I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.<br><br>Job Holder's Signature:<br><br>Manager's Signature: | <br><br>Date:<br><br>Date: |

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# PERSON SPECIFICATION: CARE ASSISTANT

Candidates will be assessed against the criteria below through the application, interview, checks and assessment process.

| Category | Criterion | E/D | Assessment method | Evidence |
|---|---|---|---|---|
| **Values and approach** | Compassionate, respectful and genuinely committed to person-centred care. | E | Application / interview | |
| **Values and approach** | Promotes dignity, choice, independence, inclusion and positive risk enablement. | E | Interview / scenario | |
| **Integrity** | Honest, trustworthy, reliable and able to maintain professional boundaries. | E | Application / interview / references | |
| **Communication** | Able to listen, communicate clearly and adapt communication to individual needs. | E | Application / interview | |
| **Teamwork** | Able to work cooperatively, follow instructions and raise concerns appropriately. | E | Interview / references | |
| **Experience** | Experience of supporting adults in health, social care, community or voluntary settings. | D | Application / interview | |
| **Transferable experience** | Relevant life experience and the potential to provide safe, compassionate care. | E | Application / interview | |
| **Knowledge** | Basic understanding of safeguarding, confidentiality, dignity, equality and person-centred practice. | E | Interview / assessment | |
| **Documentation** | Able to maintain accurate records and communicate factual information. | E | Application / assessment | |
| **Digital skills** | Able to use a smartphone or digital care-record system, with training provided. | E | Application / assessment | |
| **Qualification** | SVQ Social Services and Healthcare at SCQF Level 6, or another qualification accepted for the relevant SSSC register part. | D | Certificates / registration check | |
| **Learning** | Willing and able to complete required qualifications, induction, mandatory training and continuous professional learning. | E | Application / interview | |

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| Category | Criterion | E/D | Assessment method | Evidence |
|---|---|---|---|---|
| **Registration** | Registered with the SSSC in the appropriate category, or eligible and willing to register within the required timescale. | E | Registration check | |
| **PVG** | Eligible for the required Level 2 disclosure with PVG Scheme membership for the regulated role. | E | Pre-employment check | |
| **Availability** | Able to work the agreed rota, including unsocial hours where required by the advertised post. | E | Application / interview | |
| **Travel** | Full driving licence and access to suitable transport for work. | D* | Application / check | |
| **Physical capability** | Able to undertake the role safely, with reasonable adjustments where appropriate. | E | Pre-employment process | |

*Key: E = Essential; D = Desirable. *May be essential for specific locations or rotas and will be stated in the vacancy advert.*

## Fair employment and equal opportunities

Joklad Healthcare Limited is committed to fair work, equality of opportunity and a respectful workplace. Recruitment decisions will be based on the requirements of the role and the evidence provided by each applicant. Reasonable adjustments will be considered throughout the recruitment process and employment.

## Real Living Wage commitment

Joklad Healthcare Limited will pay the postholder no less than the applicable UK real Living Wage rate for each hour worked. The rate is independently calculated based on the cost of living and updated annually. Payroll arrangements will be reviewed following each annual announcement to ensure continued compliance with the organisation's commitment.

## Document acknowledgement

| | |
|---|---|
| **Employee name** | |
| **Employee signature** | |
| **Date** | |
| **Manager name/ signature** | |