



Job Description – Healthcare Support Worker

Health Care Support Workers work to assist clients to remain independent in their own homes. Our Support Workers deliver care in a client's home and in the community, provide a reliable, personal service which always meets the client's personal needs and respect the client's confidentiality. Duties and tasks will vary from client to client but will typically include the provision of personal and social care and support to clients.

General Responsibilities:

To provide the highest quality care to clients in their own homes in accordance with their support plan, taking a "person-centred" approach.

The range of tasks that the Support Worker may be required to undertake covers personal care, domestic/practical tasks, social duties and support work.

'Personal Care' includes washing, dressing, bathing, toileting and medication monitoring and/or assistance.

'Social duties' include preparing and cooking meals, cleaning, shopping, and assisting with bill payments.

'Enabling and support' may include such activities as supervising, monitoring and coaching to empower clients to be as independent as possible and to have control over their own lives.

Support Workers may also be required to escort or accompany clients on 'outings' and to appointments or other events.

To be aware of the personal needs and requirements of your clients, communicating successfully, not only with your client but also with their family, friends and other healthcare professionals.

Engage and work closely with unpaid carers, such as family or friends, for the benefit of the client.

Ensure that all care is completed within Island Home Cares' Policies and Procedures, Jersey Care Commission (**JCC**) standards and all contractual and legislative requirements.

Any other duties that may be necessary to comply with the demands of the JCC or other legislative/regulatory bodies.

Maintain appropriate records to meet the needs of Island Home Care, observing and promptly reporting back any changes or concerns in your client's circumstances or condition.

Deliver support in a manner which is sensitive to the client's culture, disability, race, age, sexuality, marital or civil partnership status, transgender status or religion/belief. Promote anti-discriminatory practice.

Protect the confidentiality of clients and of Island Home Care. Promote the dignity and privacy of clients. Act promptly and appropriately to protect clients from neglect or abuse.

Participate in staff development (including supervision), training and performance appraisals as required. Undertake targeted training to better understand the clients we work with and how we can work differently to help them.

At all times present a professional and caring image of Island Home Care and demonstrate behaviours reflective of Island Home Care's values.

Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work. Co-operate with employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures. The Support Worker must at all times respect the confidentiality of information in line with local data protection legislation, details of which are included in the staff handbook.

Any other duties as reasonably delegated by line managers.

Qualifications/Experience

- [Minimum of 3 years' experience in an adult social care environment]
- [RQF Level 2/3 in Health & Social Care (or equivalent)]
- [RQF Level 3 Medication Unit]
- Driving License and vehicle owner

Skills

- Good literacy and numeracy skills
- Excellent communication skills, both written and verbal
- Organisational skills
- Observational skills

Personal Characteristics

- Caring & kind
- Cheerful & friendly
- Willing to be hands-on with clients
- Willing to do personal care tasks (washing, toileting, etc.)
- Able to follow instructions and procedures
- Compassionate and understanding with regards to poor mental health and illness
- Able to work as part of a team but also use own initiative
- Flexible & reliable

Please note: this job description is subject to regular review and appropriate modification. The above is not an exhaustive list of duties but is intended to indicate the range and type of duties required. The duties of the post may alter to reflect changing practices within the service.