

**Job Title:** Care & Support Colleague  
**Location:** Parkhaven Trust  
**Accountable to:** Manager  
**Hours of work:** As advertised  
**Rate of Pay:** From £13.65 per hour

**Job purpose:** To support the delivery of high-quality service in which all service users receive the highest possible standards of care and support. This will be done in consultation with service users and family members to develop their potential and sustain their rights.

## **DUTIES AND RESPONSIBILITIES**

1. To have an understanding of general and specific aspects of the needs of older and younger people with dementia and associated conditions. e.g. a person centred approach to care planning, communication, promoting individual rights, etc.
2. To provide and assist the service users in all aspects of individual personal care needs as required by their condition, culture and wishes, with sensitivity, respect and dignity and according to Parkhaven Trust standards.
3. Support service users with mobility problems and other physical disabilities and to help in the use and care of aids and personal equipment, and supervise the staff team while doing so.
4. To promote the well being and general health of service users and help to create an environment in which the service user feels secure and is within health and safety standards.
5. To ensure that the emotional and physiological needs of those using the service are recognised and met by engaging them in a range of meaningful day activities within the service and the local community as appropriate.
6. To act as a key worker/advocate to ensure that the needs of the service users are met and attend service users meetings as required by the manager.
7. To complete, store and transmit relevant and accurate records as required by Parkhaven Trust procedures and when requested, provide information and advice for action towards meeting organisational objectives.
8. To respect the confidentiality of service users and act in accordance with the provisions of the Data Protection Act 1998, including the use of social networking systems.
9. To report any concerns regarding possible abuse of service users immediately to a senior manager.
10. To report any accidents, incidents, verbal concerns or complaints raised by the service user or visitors in accordance with Trust policy.
11. To contribute to the maintenance of a pleasant, hygienic, healthy and safe environment.

12. To ensure that staff, service users and visitors comply with Trust Health and Safety Policy.
13. To carry out general administration duties in accordance with organisational and service requirements.
14. To attend and take part in staff meetings (minimum of 6 per year).
15. To work flexible as required, days or nights.
16. To undertake any training and development necessary for the effective delivery of your responsibilities.
17. To undertake any other duties within the scope of your ability.
18. To comply with all reasonable requests of the line manager and carry out any other tasks as reasonably instructed by management.

#### **Additional duties for night staff**

19. Inspect and launder service users' clothes and bedding.
20. To clean communal areas and comply with the cleaning rota as defined by the manager.

#### **General Statements:**

##### **Confidentiality**

All information relating to service users and/or staff obtained during employment with the Trust is to be treated as confidential and as such employees should not disclose it without appropriate prior authorisation. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.

##### **Trust Values**

All staff are expected to uphold the principles and standards of the Trusts values of Kindness, Caring and Excellence. Which supports and helps build a culture of trust within the workplace. Every decision an employee makes should be aligned with our values.

##### **Continuous Improvement**

We are continuously improving services and all members of staff employed by the Trust are expected to play an active role in the development and improvement of services to the benefit of service users.

All employees are required to participate in an annual appraisal and any associated training and/or learning opportunities.

### **Data Quality**

All staff involved in the collection of data are responsible for the accurate and timely collection and recording of information.

### **Equality, Diversity and Human Rights**

The Trust is committed to providing equality of opportunity, anti discriminatory and anti oppressive practice. The Trust will rigorously uphold our duty to promote human rights in everything we do, believing that all people have the right to be treated with dignity and respect.

### **Health and Safety**

Employees must contribute to a healthy and safe working environment by adhering to health and safety regulations and Trust policies. Employees must act in a responsible manner to ensure the care of their own health and safety and that of others who may be affected by their omissions at work.

Employees must co-operate with the employer insofar as is necessary to enable Health and Safety duties or requirements to be performed and complied with. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of staff, service users and the general public.

### **Infection Control**

Infection Prevention and Control is everybody's business, and all employees have a duty to act in accordance with the standards and procedures as set out in the Infection Control Policy at all times.

### **Safeguarding Vulnerable Adults**

Safeguarding vulnerable adults is the business of everyone employed by the Trust. All staff must be responsible and proactive in identifying and reporting safeguarding concerns.

### **Other**

You may be required to undertake work in other locations within the Trust as determined by the duties of your post.

The Trust operates a No Smoking Policy.

You may be required to undertake any other duties at the request of the line manager which are commensurate with the role, including internal job rotation and absence cover.



**Parkhaven Trust**  
• Kindness • Caring • Excellence  
*Established 1888*

This job description is an outline and account of the main duties. Any changes will be discussed with the post holder in advance but will also be reviewed regularly to take into account changes and developments in service requirements.

**Person Specification:**

<b>Post Title:</b>	<b>Care Worker</b>		
		<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	Level 2 Health and Social Care		X
<b>Knowledge</b>	Regulatory framework for adult social care	X	
	Understanding of whole person approach to care	X	
	Health and safety practice	X	
	Delivering good quality care	X	
	IT literate		X
<b>Experience</b>	Experience of working with older people with dementia		X
	Working in partnership with a multi-disciplinary team		X
	Improving quality	X	
<b>Attitude</b>	Flexibility	X	
	A desire to continue learning new job-related skills	X	
	Self-aware and takes responsibility	X	
<b>Other</b>	Satisfactory DBS check	X	