

## Job Description

**JOB TITLE:** Support Worker  
**ACCOUNTABLE TO:** Area Manager  
**Relationships:** DoCare Management Team, Head Office Administrative and Personnel staff; Customers – Private and Social Services; external professionals from medical and caring services; Client's and their relatives

**Direct Reports:** None

### RESPONSIBILITIES:

1. To provide a support service to clients that will enable them to lead as independent a lifestyle as possible. This support service will involve a programme of personal care and household management that is personalised for each client in the form of a Support Plan. Support duties will therefore include assisting the client with the following activities and in so doing will at all times observe and respect the client's dignity, privacy and independence as far as practical:
  - 1.1. Personal Care:
    - Dressing and undressing / preparing the client for Day Care or trips out.
    - Washing / bathing / showering / shaving / grooming / cleaning teeth.
    - Hair care (washing / brushing).
    - Nail care (fingernails only).
    - Toileting and all aspects of personal hygiene.
    - Continence management.
    - Care of pressure sores (under appropriate nursing supervision).
    - Getting in and out of bed.
    - Assisting with the use of Aids to Daily Living / Rehabilitation Aids, as required.
    - Helping with rehabilitation programmes, as prescribed by Healthcare professionals.
    - Day / evening / night sitting services, as required.
  - 1.2. Healthcare - assisting the client to take prescribed medication.
  - 1.3. Dietary Care:
    - Preparation of snacks/meals according to the client's requirements and the Support Plan,
    - Assisting with feeding, as required.
  - 1.4. Domestic / Household Services:
    - General cleaning duties, to include cleaning / dusting / vacuuming / polishing.
    - Bed-making.
    - Clearing refuse and rubbish.
    - Laundering / Hand-washing / Ironing / Light needlework, as required.
    - Fuel Management.
    - Shopping and the preparation of shopping lists and assistance with budgeting.
    - Light gardening tasks
    - Pet Care – feeding and exercising can be undertaken.
  - 1.5. Personal services:
    - Assistance with personal Finances, including paying bills and collecting pensions.
    - Personal Planning (birthdays / anniversaries etc)

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- Democratic rights (voting cards etc).
2. To conform to all Policies and Procedures as laid down by the Organisation in respect of carrying out these support duties and in other administrative aspects of the business, as relevant.
  3. To participate as directed by the Area Manager in Induction Training and regular In-service Training programmes. To have obtained or be working towards QCF Level 2 in Health and Social Care
  4. To maintain accurate, concise and timely records of client care, diary sheets, time sheets and mileage sheets.
  5. To participate in Staff, Team and Quality Management Review Meetings as directed by the Area Manager.
  6. To report back to the Area Manager on any aspect of client care which he / she feels warrants investigation or urgent action.
  7. To participate in reviews of clients' Support Plans as required.
  8. To be aware of the tasks and activities which must NOT be undertaken as part of support duties, as set out in Policy 101.
  9. To undertake any other duties as may be necessary.

### **Person Specification of a Successful Support Worker:-**

1. Someone who is reliable and discrete, able to take responsibility for planning and organising their workload and good at communicating with colleagues and clients.
2. Holds a current driving licence and has own transport
3. People who relate to clients with kindness, cheerfulness, interest and respect, are tolerant and able to build rapport so that the clients have confidence when in their care and look forward to their time with them.
4. People who are able to apply themselves methodically to practical routines of personal and household care, paying attention to detail and the comfort and well being of the client, accurate in prompting medication and making notes and observations.
5. People who have a sufficient standard of general fitness and stamina to carry out a demanding schedule of work, including manual handling and lifting, with a number of different clients on a daily basis.
6. Successful Support Workers are :
  - Open and willing to learn from Area Managers, colleagues and clients and to share ideas to help others.
  - Confident about the policies and boundaries of their role, able to recognise a request that is not appropriate, calmly say no and explain why.
  - Able to present their views to others at meetings clearly, concisely and with confidence.



### **SUPPORT WORKER PAY SCALES (effective 1 December 2014)**

<b>Support Worker</b>						
Grade	Grade Title	Weekday (WD)			Weekend (WE)	
			Night Service	Day	Eve	Night Service
			10:00 PM	7.00 am	6.30 pm	10:00 PM
		07:00am - 11:00pm	to	to	to	to
			7:00 AM	6.30 pm	7.00 am	07:00 am
C1	Trainee	£7.92	£73.96	£8.16	£8.92	£83.96
C2	Support Worker	£8.00	£74.72	£8.24	£9.00	£84.72
C3	Support Worker NVQ2	£8.16	£75.84	£8.52	£9.28	£87.36
C4	Senior Support Worker	£8.24	£77.04	£8.80	£9.60	£90.24
<b>Non Contact Time</b>	Induction, Training, Shadowing	£6.52	per hour	£6.52	£6.52	per hour
	Travelling Time	£0.48	per hour	£0.48	£0.48	per hour
<b>Travel</b>	Private Car		£0.45			per mile
	Company Car		£0.14			per mile
	Motorcycle		£0.16			per mile
<b>On Call</b>	Senior Support Worker	£41.58				per week
<b>Bank Holidays</b>		<b>Multiplier</b>				
Christmas Day & New Year's Day		1.5	hourly rate			
All other Bank Holidays		1.25	hourly rate			

**NB Bank Holiday enhancements are paid using the above multiplier and apply to Contact Time and Shadowing only.**

### You get a great deal with DoCare

We believe that our support workers should be well rewarded for undertaking a valuable and challenging role in the community. That's why we have put together a comprehensive benefits package that is not only highly competitive but also reflects our aim to employ only those who are or have the potential to become the very best support workers.

#### **1. Pay**

Please refer to the enclosed support worker pay scales. We have four pay bands to reflect qualification and experience and four time bands relating to week-day, weekend, day time and evening work. In addition we recognise Bank Holidays with enhanced rates of pay.

#### **2. Holidays**

In a full year you are entitled to 28 days paid holiday to include public. After one year's employment this will increase by 1 day to maximum of 30 days. You will accrue holiday pro - rata to your contracted hours from your first day of employment with the Company.

#### **3. Travel Time**

We allow and pay for our support worker to travel between clients, although travel time is managed to a minimum.

#### **4. Mileage Costs**

We pay 45 pence per mile for all journeys between clients using a support worker's car. We also have a Do Car scheme for support workers able to drive but not currently having access to their own car.

#### **5. Training**

All of our support workers are working towards or already possess a QCF Level 2 in Health and Social Care. Training is made available free of charge to support workers and is undertaken in a mixture of settings either on the job, in our own training facilities, at local colleges and also in supported learning at home.

#### **6. Uniforms**

We believe that our support workers should look the part whilst at work. Three tunics, a fleece and an ID badge are provided free of charge in addition to personal protective items supplied in our DoCare kit bag.

#### **7. Disclosure and Barring Service plus Adult First Checks**

Given the sensitive nature of our work we pay for checks against the Disclosure and Barring Service registers for every support worker.

#### **8. Proactive Health Scheme**

We support the use of proactive health care as a lifestyle option. Please ask about our DoChiro scheme which enables employees to receive treatments at Cirencester's Chiropractic Centre at no cost to themselves.

#### **9. Support Worker Recognition Scheme**

Finally we believe in ensuring that everyone is working towards the same goals of excellence in the provision of support for our clients. We operate a quarterly incentive scheme for all support workers, recognising high standards of support, professional delivery and excellence in teamwork.

**We believe our package to be comprehensive, competitive and a compelling reason to take the next step in becoming a DoCare Support Worker.**

## The DoCare Training Journey

We take great pride in ensuring that our clients can be confident of the highest standards of support. This is achieved by selecting and recruiting people with the right attitudes and by working with them to ensure they deliver support to a professional standard.

### **Why is it important?**

We need to meet the standards set out in the Common Induction Standards and the Health and Social Care Act 2008. It helps our staff act confidently with clients and their families, Social Workers and other interested parties when they know they are working to good practice standards. DoCare prides itself in providing a professional service and this assists our Support workers in achieving high standards in the support they offer.

### **What if I can't do it? - I haven't done any studying for years**

This is a common concern, but we have not yet met anyone who couldn't do it.

### **Will there be exams?**

Most of the work takes the form of collecting a folder of evidence of the experience you build up – so you need to keep a record by writing a diary of all that you cover and making notes on what you have learned. There will be short tests at the end of each section as you go along – all based on examples of real work.

### **As I have dyslexia I have a problem with studying– will this be taken into account?**

We will discuss any special needs you may have and help you work in the way that will suit you best.

### **What does it cost?**

Any fees are paid by DoCare – no charges are made to our employees unless you do not complete your qualification or you leave within a contracted period after completion.

### **How long does it take?**

The induction training begins on the day you join DoCare and continues over a 6 month period and the full QCF Level 2 in Health and Social Care (formerly NVQ) takes between 6 months to a year.

### **Will I have to go to College?**

Some training is provided at local training establishments, but the majority is undertaken on the job and at home

### **What do I get when I have completed it?**

QCF Level 2 Certificate in Health and Social Care

### **Is there the opportunity for further study if I am interested?**

There are tailored courses for specific clients and specialisms and the opportunity to study for the QCF at level 3 at certain levels, along with many other opportunities to attend specialist training in areas of interest.

**We ensure first class support is delivered to all of our clients.  
Supporting Support workers with their own personal development is a key element to this.**

### DoCare Expects a Great Deal

In return for a truly comprehensive benefits package DoCare expects a high standard of professionalism. We recruit those with the right attitude for the job and we are happy to train people up to the level of skill required.

#### **DoCare Well**

We do expect all our support workers to be working towards their QCF Level 2 in Health and Social Care. We believe in recruiting those with a heart for care and giving them the skills they need to do the job well.

- We do not refuse to employ people if they are not (yet!) qualified, trained or experienced
- We do not wash people with wet wipes

#### **DoCare Everywhere**

We are working towards wider geographic coverage to ensure that nobody has to wait for their support service to start.

- We will not send our support workers out to travel 130 miles per day between clients
- We do not rely on support workers from outside of the area to deliver care to local people

#### **DoCare Together**

We work closely with other health and care professionals such as GPs, District Nurses and Occupational Therapists to ensure a high level of continuous service.

- We do not refuse to assist a client take Paracetamol when advised by a GP by telephone to do so
- We do not discontinue care packages saying that we are no longer able to deliver

#### **DoCare Happily**

We are bound by the common belief in the importance of helping people to stay at home for as long as they want and are able to do so safely. Sometimes this means getting involved with body fluids which is part of the job. Our overwhelming desire is to share the joys of independent living with our client's and their families.

- We do not pick and choose our clients by selecting only 'nice' cases
- We do not employ people who refuse to empty catheter bags

#### **DoCare about Outcomes**

We believe that our clients should receive a reliable service and that quality rostering is a key to achieving this. To that end we have invested in a top class roster system that is specially tailored to meet our needs.

- We do not leave our clients guessing who will come and at what time.
- We do not vary the times each day arriving at 17:45 on one evening and at 01:00 the next for a put to bed call

#### **DoCare about Standards**

We do expect all our support workers to be well presented and to wear their uniform each day.

- We do not arrive wearing jeans, t-shirts or trainers
- We do not wear baseball caps and refuse to remove them when asked by the client

**If you are shocked by some of the 'We do not...' statements – so were we!  
They are all real experiences clients have had elsewhere .....**

### DoCare Clients get a great deal

We believe that our clients should receive the highest standards of personal support possible and to give them all the help necessary to remain in their own homes.

Our experience is that by matching the right support worker to the right client we can achieve the levels of care that one would wish for a family member or ourselves. To help you consider whether this is a role you can grow into we have set out the following questions. There are no right or wrong answers – they are simply a tool to help you decide whether given time, training and tutoring on the job you can become a DoCare support worker.

#### Catheters

Some of our clients use a catheter bag to assist with their continence. These bags are emptied daily and swapped to larger night bags at the end of the day.

*Could you, with training empty a catheter bag?*

#### Hoists

Some of our clients are not sufficiently steady on their feet to be able to transfer from bed to chair safely. In these cases we use a specially designed sling and hoist to assist with the transfer.

*How would you feel about helping someone into and out of a sling?*

#### Washing and Dressing

Most of our clients need help with washing and dressing. Some are able to wash part of the body, others have little or no capability in this regard.

*What is your reaction to the need to wash a person whilst they are in bed?*

#### Meals and Medication

Whilst our clients are able to enjoy the independence of living at home, many are unable to prepare even a simple meal for themselves or to remember to take the correct medication. With appropriate training our support workers are able to help with these responsible tasks.

*Do you feel comfortable with the idea of prompting medication or preparing simple meals?*

#### Body Fluids

People that we care for can have accidents that need to be cleaned up. We are there to help them do things that they would dearly love to do for themselves but are quite simply unable to. This may mean on occasion dealing with faeces and other body fluids. We provide the training and the protective clothing; you would need to provide the commitment to get the job done whilst remaining sensitive to the intense embarrassment and feelings of vulnerability from the client.

*Can you set aside your personal feelings to get on with a difficult job?*

#### Seeing people achieve their aims

All of our clients want to remain at home. Most of them would not be able to do so were it not for the personal support that they receive. Many of them have very straightforward needs, based on only a few of the areas mentioned above. They all get a great deal by being clients of DoCare and express their satisfaction and pleasure from our services.

*Does the knowledge that you have made a positive difference to someone's life motivate you?*

**Please feel free to contact DoCare to discuss any of these questions,  
we may be able to help you address any issues you may have.**