

Job Description

Mobile Care & Support Assistant

Department	Reports To	Work Location
Community	Field Care Supervisor	Various

Job Purpose:

The Mobile Care & Support Assistant works as part of the wider community team. To deliver personal care and domestic and lifestyle support services to our customers. Working closely with the Field Care Supervisor, House Managers and Registered Care Manager to deliver a high-quality bespoke service to our customers. There is a requirement to travel between our developments.

Key Responsibilities:

Support Individual Customers:

- Provide personalised care, to include, help with daily activities, and personal hygiene. (Washing, dressing, feeding, toileting, manual handling as appropriate, helping customers in and out of bed, wheelchair and bath.)
- Assist customers to take medication, if necessary, in consultation with the Registered Manager.)

Domestic:

- You will also offer domestic support for our customers, such as cleaning, shopping, and managing household tasks. (Undertake light household cleaning, removal of rubbish and tidying up, collect food shopping / posts letters, arranges for deliveries / assists with internet shopping, deal with refuse, washing and ironing and change bedding.)
- Maintain communal areas within our developments to a high standard, ensuring a clean, tidy, and welcoming environment for all customers, undertaking manual handling of loads and equipment as appropriate.

Social Support:

- To assist customers with social activities, transport arrangements, and attending appointments, enhancing their overall well-being and social connections. (Booking appointments and transport arrangements, support/escort customers during social functions or outings, assisting with family, social contacts.)

General Responsibilities:

- Ensure all visits are clocked in and out, and updated as necessary on the careline live app on your mobile phone

- Maintain work records, e.g. work sheets, and receipts to support travel expenses and mileage claims.
- Attend necessary team meetings as required by your line manager
- Keep up to date with all training and e-learning to support your role.
- Travel to various developments as agreed with your line manager
- Observe our resident's well-being and environment and report any problems, hazards, difficulties, or safeguarding concerns immediately to a senior member of staff.
- Liaise with other professionals, family, neighbours, volunteers etc as necessary.
- If necessary, respond to emergency situations as required.
- Uses such equipment and substances as are necessary for the completion of tasks ensuring Health and Safety Policies and Procedures are followed at all times.
- You will work in line with the policy on Infection Prevention and Control, according to your role.
- Maintain a professional and hygienic appearance, and use personal protective equipment as required.

Equal Opportunities

Promote and act at all times in accordance with the Company's Equal Opportunities Policy.

Confidentiality

Your attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1984 or an action for civil damages under the same Act in addition to any disciplinary action which might include dismissal.

Health and Safety

It is the duty of every employee, under the provisions contained in the Health & Safety at Work Act 1974, to adhere to the employer's Health and Safety policies and to ensure that they:

1. Take reasonable care of themselves and for others at work.
2. Co-operate with the company, as far as necessary, to enable them carry out their legal duty.
3. Do not to intentionally or recklessly interfere with anything provided (including personal protective equipment) for health and safety reasons or welfare at work.
4. Report any accident or untoward incident, to take remedial action as appropriate and to report fully to the line manager or necessary external bodies.

A copy of the current Health and Safety Manual will be kept at all developments.

Training

The post holder will be expected to attend meetings, training courses and follow-up refresher courses as required.

Please Note

This job profile is not an exhaustive list of duties but is intended to give a general indication of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the developments. Substantial changes in the range of work undertaken will be carried out in consultation with the post holder.

Person Specification:

Essential:

- Good interpersonal skills
- Be available to work during alternate weekends
- Be available to work early morning and evening shifts as required.
- Be able to attend training sessions and staff meetings
- Be willing to undertake extra shifts
- Basic literacy skills (to be able to read care plans and worksheets, and to record details in care plans)

Preferred:

- Experience in a care/support role, ideally with older people
- Be willing to work towards or already have a Diploma in Health and Social Care (Adults) for England Level 2 or equivalent.

Personal Characteristics:

- Calm and caring approach
- Honesty and respect for confidentiality
- Reliability
- Ability to manage your own time
- Professional appearance
- Ability to communicate clearly
- Approachable
- Ability to work as part of a team
- A 'can do' approach to work

Health and Safety:

Your Health and Safety responsibilities in relation to you are to:

- Take reasonable care of your own health and safety and that of any person who may be affected by your/ their acts or omissions at work.
- Act in accordance with Company Health and Safety policies and procedures, are trained and competent to carry out work properly and do so,
- Are familiar with, understand and discharge any allocated safety responsibilities,
- Are provided with adequate information, supervision and equipment to allow duties to be undertaken in a safe manner and
- Immediately stop any unsafe activity until adequate measures have been taken to remove the risk or reduce it to as low as possible, seeking advice from H&S qualified staff as appropriate.