

Triangle aims, within our values and through our practices, to create an environment that allows everyone to flourish and achieve his or her full potential. We respect the individual and value each person's unique needs, experience and contribution.

We will support each person's wellbeing through well designed job roles and supportive management and leadership. We will encourage and listen to our employees' concerns and champion personal development.

Being person centred is at the core of everything we believe as an organisation. Knowing what matters to people and acting on it is essential. We expect everyone to commit to promoting a positive and engaging culture and demonstrating this in their behaviour towards each other and the people who use our services.

## Accountable to: Lead Care and Support Worker

### Job Purpose

- To provide and maintain a high standard of domestic, personal and emotional care and support to meet the needs of service users within their own homes in accordance with the fundamental standards of care.
- To promote the dignity, independence and privacy of service users as far as possible and in a way that they choose

## Core responsibilities to the people you support

### Key Duties

- Assist the service user with personal care as required and with the relevant person's consent, including: bathing and washing, the care of nails, teeth and hair, assisting with toileting and incontinence, dressing and undressing.
- Take measures as directed to reduce the risk of any medical conditions including pressure sores.
- Assess any risks involved in moving and transferring service users, follow any guidance and training and ensure your practice is both safe for you and for them. This includes the use of any equipment provided such as hoists and wheelchairs and making sure that the service user is supported to use equipment in a safe way and that the equipment used is fit for purpose.
- Encourage and support service users to be as independent as possible in any setting/task carrying out any reablement exercises or therapy as instructed.
- Assist with: shopping, banking, collecting benefits and paying bills if this is part of the care plan. You must record any money transactions in line with Triangle's policy.

- Assist with the preparation of suitable and nutritious meals and drinks, involving the service user as much as possible and clear up afterwards. Some service users may need you to help them eat and drink. You must be aware of any special religious, cultural or dietary requirements and act accordingly.
- Assist with domestic tasks including cleaning, laundry, vacuuming, ironing and making beds, if specified.
- To prompt medication and record in line with Triangle's policy and procedure. (Please note that Care and Support Workers are not allowed to administer medication unless you are supplied with a written agreement to do so and provided with adequate training.)
- Support the service user's emotional and social needs: use your time creatively, encouraging the service user to take part in appropriate activities, which meet their needs, reflect their preferences and promote independence and quality of life.
- Report back any concerns about the service user to the Team Leader.
- Monitor the progress of the service user and report to the Team Leader any changes in needs.
- Record tasks achieved in the service user's notes.
- Ensure all documentation in relation to the service user is up to date and factually accurate in line with Triangle policies.
- Report any suspicions of abuse, improper treatment or concerns to the Team Leader and follow local safeguarding guidelines and our safeguarding procedures.
- Ensure that any complaints raised are addressed through the appropriate channels and in accordance with our complaints policy.
- Make visits at the agreed time and for the agreed length and carry out all duties in relation to the assessment in accordance with the fundamental standards of care.
- Report any accident or loss to the Team Leader and record appropriately.

### Core responsibilities to the team and organisation

#### All staff are expected to:

- Ensure all records are maintained to high standards.
- Promote the good name and work of the organisation.
- Adhere to all relevant policies, procedures and other regulations agreed by the organisation.
- Act in an open and transparent way, carrying out all duties with due regard to equal opportunities and non-harassment and reporting or taking necessary action in respect of any suspected wrongdoing.

- Attend training, supervision and meetings as required to be able to carry out the duties to the standards required by us.
- Respond to emergencies outside office hours as required.
- Undertake any additional tasks that may be requested from time to time in keeping with the post.

## Where you can use your judgement and creativity

- Respond to emergencies outside office hours as required.
- Each client will use person-centred thinking tools which set out where you should seek to use your creativity and judgement particularly with them, but in general, the following points count for all:
  - Respond to emergencies outside office hours as required.
  - Responding sensitively and flexibly to any changes which you are met with when you visit your clients.
  - Respond to emergencies outside office hours as required.
  - Going "the extra mile" – always looking for opportunities to add value to your time with your clients.
  - Building a relationship with your clients, getting to know them as a person and
  - Supporting people to be connected, whether with their families, friends or the local community.
  - To ensure that Triangle's community services are of the highest quality and safety and are person centred.

## Confidentiality

All staff must respect the confidentiality of any matters they may learn in the course of their duties relating to service user, staff and the general public as well as matters of business concerning the Charity.

## Equal Opportunities Statement

Triangle welcomes diversity in the people we provide a service to and in our workforce. Diversity is not just seen as something to aim for but as something to be valued and an asset in delivering different services to different people. Triangle recognises that certain groups and individuals are discriminated against in society and is committed to ensuring that equal opportunity becomes an integral feature of all its activities.

All employees are required to comply with Triangle's equal-opportunities policy. Failure to do so will result in disciplinary action.

All Triangle appointments and promotions will be made in accordance with the equal-opportunities policy.

*The duties and requirements in this job description are not exhaustive and amendments and additions may be required in line with future policy changes.*