



Crossroads Care South East London
Care Support Worker
Job Description

Responsible to : Registered Manager

Probationary Period : 26 weeks

Responsible for: The provision of regulated (personal care) and non-regulated tasks to clients in their own homes, or on community-based activities. Our aim is to provide high quality support services that enables the carer to have a break from their caring responsibilities by supporting the person with care needs, adhering to all quality standards of service provision.

DUTIES

Family/Individual

Related Tasks: Attend the homes of clients and undertake specific duties as specified in the Individual Support/Care Plan agreed with the Senior Management Team, Carer, and the person with care needs.

Listen to the directions and requests of both the Carer and the person with care needs and perform the duties consistent with their own wishes affording them respect, dignity, and choice.

Personal and Social

Care Tasks:

Follow all infection control procedures as stated within the Individual Support/ Care Plan.

Support/ assist with bathing /shower including all essential aspects of personal hygiene.

Support/ assist with toileting.

Support/ assist with dressing and undressing if required

Support/ assist with mobility, using the correct specialised equipment provided and in line with current mobility transfers legislation.

Support/ assist with feeding – (* any feeding via naso-gastric tube or gastrostomy will require specialist training from registered body.)

Support/ assist with prescribed medication given from a labelled bottle/box as dispensed by a pharmacy and recorded on a MARS record sheet.

Encourage choice and control with clients' needs

Maintain a safe environment

Report any incidents or accidents to the office (including out of office hours) using the agreed protocol.

Support the person with care needs outside the home in line with the agreed Individual

Support/Care and Risk Assessment plan.

Seek advice and guidance in the first instance from the office if you are unsure or are asked to undertake any tasks not included in the individual support plan

Domestic Tasks:

Any domestic tasks will be risk assessed and specified in the Care Plan and may include the following: (This list is not exhaustive)

- Making and changing beds
- Essential laundering
- Essential shopping (receipts must be obtained for all purchases and cash handling form used to record all transactions).
- Preparing a meal and washing up.
- Attending appointments

Administration & Training:

Adhere to Crossroads Care South London Policy & Procedures

Regular referring to your Care Staff Handbook

Attend all core mandatory/refresher training to support continued professional development

Notify the office immediately if there are any changes in your availability to work.

Notify the office immediately if there are any changes to your personal information.

Observe and report back immediately to the office any change in the client's circumstances that may affect the service provision

Liaise regularly with the office and colleagues, attending planned supervision sessions.

Provide flexible cover for colleagues in the event of holiday and sickness working as part of a caring team.

Attend regular staff meetings as convened by the organisation.

Complete and submit signed monthly time sheets / expense claims and record sheets as per policy of Crossroads Care South East London

Complete holiday/ incident/accident forms as per policy of Crossroads Care South East London

Complete the 'certification in care' induction programme as part of your probationary period.

***The job description is not exhaustive and is subject to change to meet the needs of the Charity.**

Person Specification	Source of Criteria Evidence
Basic understanding on the needs of unpaid carers.	Application and interview
A commitment to work a minimum 12 hours per week	Application and interview
A commitment to work unsocial hours	Application and interview
An understanding of the health and social care sector and the provision of person-centred care in the community	Application and interview
Basic understanding of Safeguarding	Application and interview
Ability to undertake personal care tasks	Application & Interview
Previous experience in a similar role	Application and interview
Basic understanding of how rights, dignity, privacy, respect, and choice are important when providing care	Interview and references
Good level of self-motivation	Interview and references
Have a caring, patient, and reliable nature	Interview and references
Good level of written and spoken English	Application and interview
Ability to communicate clearly with service users, colleagues, and others	Application, interview, and references
Ability to work co-operatively and effectively with colleagues, service users and others	Interview and references
Good level of general education	Application and Interview
QCF qualification in care OR willingness to undertake a relevant qualification.	Application and Interview
Ability to undertake mandatory training	Interview
Ability to work across our operating boroughs	Interview
Valid driving license and access to a suitable vehicle (Essential)	Application and Interview
The legal right to live and work in the UK	Application and Interview