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| Job Description | |
| **JOB TITLE** | Healthcare Support Worker (Care at Home). |
| **RESPONSIBLE TO** | Registered Manager |
| **AIMS OF THE POST** | To provide a person centred continuing health care service to those with long term conditions to remain living at home. |

Aster Care provides a 24-hour care at home service to people with long term health conditions who would be at risk without one-to-one care. As such, staff will be required to work with service users who may the following conditions: -

* Long term conditions such as stroke, ‘locked in syndrome’
* Neuromuscular conditions such as muscular dystrophy, dystonia, multiple sclerosis Parkinson’s etc
* Learning Disabilities (where this is a secondary condition to a health requirement)
* Complex Dementia
* Mental health requirements
* Epilepsy
* Non-invasive ventilation, tracheostomy care and suctioning support
* PEG feeding
* Complex medication requirements

The full range of care and support needs will vary from person to person, but staff can expect to undertake the following duties: -

**Principle Responsibilities**

1. To provide a reliable and quality service to service users with complex long term conditions within the home which may include either some or all of the tasks below: -

* **All aspects of personal care (washing, dressing, toileting, catheter and convene care)**
* **Food and nutrition (preparation, planning, assist to feed etc.,)**
* **Using overhead and manual hoists**
* **PEG feeding (i.e., feeding via a stomach tube with additional training)**
* **Tracheostomy care and suctioning**
* **Managing epileptic seizures and dealing with emergencies related to this**
* **helping service users to access the community including educational establishments, swimming pool, shops, day trips within and around the county**
* **Providing stimulating activities within the home**
* **Providing non-invasive ventilation support with CiPAP and BiPAP, including deep suctioning.**
* **PEG feeding and giving medications via a PEG line.**

1. **Keep strictly to the written care plan at all times,** and seek authorisation from the Registered Manager where requests are made outside of the care plan. This is to protect you in the event of a problem occurring.
2. Carry out his/her duties with due care and respect and without discrimination, maintaining service user dignity, independence, their right to choose and their privacy.
3. Complete written records in the **Communication Book** at the end of each visit, stating the tasks that have been undertaken, the tasks that have been unable to be carried out or have been refused by the service user and any other relevant information. All written records must be factual, accurate, do not contain personal opinion and are signed and dated.
4. Use a person centred approach at all times, ensuring the service user is in control of their care and support, maximising their independence wherever possible.
5. Attend review meetings where requested for your service users that enable both the staff member and service user to remain safe and ensure the care package runs smoothly.
6. **Report immediately all safeguarding, complaints, incidents, accidents or other concerns to their line manager.**
7. Be fully aware of their responsibilities and remit in the Administration of Medicines as taught during Induction training, reporting any concerns immediately to their line manager/on-call if out of hours.
8. To signpost service users and their families to other services where appropriate.
9. To understand and adhere to the Social Care Commitment principles.
10. You will work with a small select group of service users for which you will be trained in their person centred requirements. **You will be requested to swap between service users that you are trained for to cover sickness and absences where required.**

***Health and Safety***

1. Ensure the Health and Safety of yourself and the service user whilst working, reporting any concerns immediately to the office/out of hours coordinator.
2. To be aware of Aster Care’s policies and guidelines as detailed in the Induction File issued to all staff.
3. Adhere to all statutory and company policies and procedures, including those relating to Quality, Confidentiality, and Health & Safety.

***Conduct***

1. At all times behave in a manner that reflects the company's equal opportunities statement and maintains the reputation of the organisation.
2. **To maintain strict confidentiality of service users' circumstances. Staff members will not discuss other staff or service users with their service users. A breach of this could lead to disciplinary action.**
3. To maintain necessary records as required.
4. To receive regular supervision, attend team meetings and undertake training as required.
5. Undertake any other reasonable task as directed by the Registered Manager.

This list of duties is not exhaustive and may be subject to changes in line with business needs, in which case we would consult with you first.

**I confirm that I have read and understood the above job description and that I have received a copy for my own reference.**

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| Signed: |  |
| Name: |  |
| Date: |  |