



## **Visiting Carer – Job Description**

**Full job title:** Hourly Visiting Carer/Care Assistant

**Department:** Visiting care service

**Reports to:** The local Branch Manager

### **Summary of the role**

In this valuable role, you will visit customers within your local area to provide care and support. You will provide personal care and other duties to enable each customer to live safely, securely and independently within their own homes.

You will be reliable and trustworthy, ensuring only the very highest standards of care and support and being a true ambassador for Helping Hands.

### **Primary responsibilities**

Each of our customers have an individually tailored Customer Support Plan that clearly identifies and outlines the regular tasks and procedures, and your responsibilities.

These responsibilities may include, but not be limited to:

- Providing support and companionship to your customer.
- Performing personal care duties in line with the customer's needs, including toileting, bathing and showering.
- Light housekeeping and cleaning duties, such as shopping, vacuuming, dusting and laundry tasks.
- Preparing and cooking meals according to the customer's tastes, nutritional needs and personal preferences.
- Administering, documenting and supporting with medication, as outlined in the Customer Support Plan.
- Carrying out moving and handling as required using relevant equipment.
- Taking or accompanying your customer on external outings so they can undertake activities of their choice in a safe and supportive manner, e.g. shopping or visiting family.

In supporting each customer, you must also:

- Promote their health and wellbeing at all times, enabling them to live life to the full, in line with their personal preferences.
- Read, fully understand and follow the Customer Support Plan.
- Accurately write and record all activity in relation to your customer.
- Provide and receive instructions clearly and accurately, including written, verbal and over the phone.
- Effectively communicate with a variety of external parties, such as medical specialists, emergency services, neighbours and family members.
- Regularly communicate with your Manager if there are any changes to your customer's health or wellbeing.

- Follow all company policies and procedures received at Induction Training throughout your career with Helping Hands.

### **Extra responsibilities for Clinical Carers only**

If you are a Clinical Carer, caring for a customer with more complex healthcare needs, you will receive extra individual training via our team of Clinical Nurses.

Your additional responsibilities may involve:

- Pressure care management
- Bowel management – involving digital stimulation and suppositories
- Bladder management – including bladder washouts or intermittent catheterisation
- Nutritional support – using PEG-feeding tube
- Higher level medication support – via a PEG-feeding tube
- Respiratory support – non-invasive ventilation or tracheostomy

### **Hours of work**

Before you start, your Branch Manager will agree with you your regular available days and times. This will be used as a basis for the weekly allocation of home care visits.

You must ensure you are available to work within the times you have provided, according to the needs of the business. This may also include work during evenings and over weekends.

Given the nature of the business, your hours and regularity of work will vary according to the specific needs of each customer. Working hours will be subject to change should any customer's health or personal circumstances alter.

Each week, your branch will allocate home care visits to you on the branch's Care Schedule/Rota, and notify you accordingly. The branch will try to offer you regular care calls whenever possible, according to your availability.

### **Your attitude and approach**

At Helping Hands, we believe that having the right personal attitude and approach to each customer makes a true difference. We can train you to a high standard, with all the practical elements of the role, but you will also need to be fully aligned with our values.

These values are:

- **A focus on people** – offering every customer a person-centred approach, adapting to their changing needs and demonstrating a natural ability to help others by putting their individual needs first.
- **Excellence every time** – being able to effectively learn new tasks and deliver a real commitment to the care you provide. Following policies and procedures accurately while delivering a fully committed attitude towards your customers' health and wellbeing.
- **Listening and understanding** – undertaking your work with a patient and caring attitude, showing empathy and understanding to your customer.
- **Building on our success** – carrying out your work in a passionate, engaging and professional manner; sharing our values and being a true ambassador for Helping Hands.