

Job Title Reports to		Care and Support Enabler Senior Care Enabler	Designation Field	Job Family Care	Band A								
Overall Purpose: to provide a high quality and customer focussed service that responds to the needs of the customers, enhances quality of life, and promotes independence. To deliver a range of care and support tasks, which may include enabling someone with personal care routines, supporting their social and emotional wellbeing and assisting with practical tasks.													
Responsibilities and Outcomes		Skills / Experience		Band Level									
Key Responsibilities: <ul style="list-style-type: none">• Ensure that needs assessment, care and support planning, case notes and reviews are undertaken for all customers, including comprehensive risk assessments, and that all documentation is current and accurate.• Assist with ancillary duties as necessary e.g. preparation/ serving of meals, laundry, washing up, domestic duties.• Assist with arranging culturally sensitive activities to encourage interests, improve quality of life, participation in the community of his/her choice, and enhance his/her independence.• Work in partnership with external agencies involved in the planning, provision and monitoring of support to customers and as part of a team to create a comfortable and stimulating environment for customers.• Communicate/consult with relatives, partners, advocates, friends or carers and other staff and agencies regarding the customer's health, social care and well-being.• Promote customer involvement in shaping and monitoring services, so they have real choice and control over the service they receive.• Ensure that customer care/support plans and risk assessment are followed and contribute to regular reviews of these plans, for individuals to achieve the greatest possible control over their own life.• Provide high quality, responsive and person centred services that meet the physical, mental and emotional needs of customers and ensuring people have choice and control over their own lives.• Be aware of and follow Guinness policies and procedures, with particular attention to standards of customer service, health and safety, and equality and diversity. Key Outcomes: <ul style="list-style-type: none">• Appropriate care and support plans in place and implemented.• Customers involved in feedback.• Customer needs are met and treated with respect.• Accurate Records are maintained.• Strong links with external agencies.		Essential: <ul style="list-style-type: none">• Demonstrates a sensitive and supportive approach to vulnerable people maintaining their dignity and selfrespect at all times.• Experience in instigating and supporting social activities.• Demonstrates sensitive approach to vulnerable people, maintaining their dignity and self-respect at all times.• Good communication skills – verbal, written and numeracy.• Able to carry out personal care tasks e.g. Bathing/toileting.• Ability to work alone.• Reasonable standard of administration.• Own or reliable transport. Desirable:• Good understanding of the Quality Assessment Framework, Supporting People and CQC.• Experience of working with vulnerable adults in a similar setting.• Good understanding of welfare benefits and completing applications for benefits. Qualifications <ul style="list-style-type: none">• Health and Social Care Diploma at Level 2 or equivalent – essential (or willing to attain this qualification within first year of employment).• Health and Social Care Diploma at Level 3 or equivalent – desirable. Other <table><tr><td>Driving Licence Required</td><td>Y</td></tr><tr><td>Mobile working required</td><td>Y</td></tr><tr><td>Evening, night and weekend working required</td><td>Y</td></tr><tr><td>Other</td><td></td></tr></table>		Driving Licence Required	Y	Mobile working required	Y	Evening, night and weekend working required	Y	Other		<p><i>This is the description of the Band A performance levels within the Guinness banding framework. There may be some roles where the individual requirements are higher or lower, though overall the role falls within Band A.</i></p> People Skills <ul style="list-style-type: none">• Works cooperatively with others, building relationships in own area of work to deliver priorities.• Communicates straightforward information, noting information and requests accurately, seeking clarification where needed.• Uses language others will understand, adapts behaviour and takes reasonable steps to understand and respond to people with different backgrounds and needs.• May produce and make alterations to standard documentation within an established framework.• Recognises different needs, circumstances and points of view in others, and responds to these appropriately. Planning & Achieving Results <ul style="list-style-type: none">• Plans on a daily basis and prioritises routine tasks under guidance.• Accountable for completing tasks according to standards following policies, procedures and protocols. Customer Service <ul style="list-style-type: none">• Thinks of simple ways of dealing with other's needs.• Initiates action to resolve customer problems, responding to the needs and circumstances of the customer.• Follows up to ensure that the service delivered meets the needs of the customer, keeping promises and commitments.• May support external customers with requests for information within guidelines, routine needs or simple problems. Problem Solving & Decision Making <ul style="list-style-type: none">• Deals with a range of basic problems as they occur, responding to immediate operational needs.• Takes decisions within the context of a routine job environment.• Chooses from appropriate options in response to work issues that arise, seeking advice and assistance in response to more complex issues. Knowledge, Skills & Experience (Technical Knowledge) <ul style="list-style-type: none">• Work involves a variety of tasks that follow established sequences or procedures. Work requires basic skills acquired through training and work experience. Expected to hold or achieve NVQ level 2 within first year of appointment.	
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