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**Department:** Operations

**Job Role –** Care Worker

**Reports to:** Team Leader

<b>Job Purpose and Context</b>	<b>Key accountabilities and decision making:</b>
<ul style="list-style-type: none"> <li>To enable customers to lead as active and independent lives as possible by providing holistic and personal care.</li> <li>To promote choice to customers in their daily living by providing care which meets Care Quality Commissions (CQC) fundamental standards and supports happy living for the years ahead</li> </ul>	<ul style="list-style-type: none"> <li>Delivering the care plan.</li> <li>Prioritising tasks as appropriate.</li> <li>Accurate and legible documentation.</li> <li>Identifying and ensuring health and safety standards are met.</li> <li>Identify and report signs of poor practice or abuse.</li> <li>Escalate concerns / issues as appropriate.</li> <li>Comply with CQC essential standards and Anchor procedures at all times.</li> </ul>
<b>Knowledge and understanding</b>	<b>Skills</b>
<ul style="list-style-type: none"> <li>Ability to read, understand and complete / contribute to care plans.</li> <li>Health and safety in the workplace.</li> <li>Manual handling procedures.</li> <li>Safeguarding vulnerable adults.</li> <li>Food hygiene.</li> <li>Mental Capacity Act</li> <li>Understanding of confidentiality and data protection within a care setting.</li> </ul>	<ul style="list-style-type: none"> <li>Commitment and passion to provide high-quality person-centered care.</li> <li>Strong interpersonal and empathy skills.</li> <li>Approachable attitude.</li> <li>Ability to work as part of a team and individually. Ability to prioritise and plan around customer needs.</li> <li>Creates an environment where customers feel able to participate and contributes ideas.</li> </ul>
<b>Experience</b>	<b>Qualifications</b>
<ul style="list-style-type: none"> <li>At least 6 - 12 months experience in a care environment is required.</li> </ul>	<ul style="list-style-type: none"> <li>Care level 2 diploma.</li> </ul>

Key Activities	Typical outcomes and measures	
<ul style="list-style-type: none"> <li>Provide person centered care and support (including laundry, housekeeping and kitchen duties) as identified in the care plan, whilst promoting choice and enabling customers to maintain independence and dignity.</li> </ul>	<ul style="list-style-type: none"> <li>The customer is well looked after encouraged to make choices for themselves.</li> <li>Knowledge of care plan and able to discuss with key stakeholders as required.</li> <li>Care and support is provided as per care plan.</li> <li>Positive feedback received.</li> <li>End of life care plan followed.</li> </ul>	
<ul style="list-style-type: none"> <li>Assist in keeping the location clean, safe and odour free for customers.</li> </ul>	<ul style="list-style-type: none"> <li>No identifiable hazards.</li> <li>Health and safety policies adhered to.</li> </ul>	
<ul style="list-style-type: none"> <li>Maintain and complete accurate documentation of all care and support undertaken. Recognise, document and report any changes in the care plan, and participate in customer reviews as required.</li> </ul>	<ul style="list-style-type: none"> <li>Documentation is accurate and reflective of care and support provided.</li> <li>Documentation is completed at the time care and support is provided.</li> <li>Care plans are reflective of the needs of the customer.</li> <li>Changes in needs are reported as appropriate.</li> </ul>	
<ul style="list-style-type: none"> <li>Enrich wellbeing of customers by assisting in social activities.</li> </ul>	<ul style="list-style-type: none"> <li>Colleagues participate in activities.</li> <li>Customer satisfaction measures.</li> </ul>	
<ul style="list-style-type: none"> <li>Respond to emergency call system and deal with any emergencies as and when they arise recognising limitations of role. (Homes only)</li> </ul>	<ul style="list-style-type: none"> <li>Emergencies are dealt with in an appropriate way and timely manner.</li> <li>No customers left at risk.</li> <li>Emergency services / advice sought as required.</li> </ul>	
<ul style="list-style-type: none"> <li>Undertake key worker duties, building relationships with customers, families and professionals.</li> </ul>	<ul style="list-style-type: none"> <li>Specific key worker duties completed.</li> <li>Customer satisfaction measures.</li> </ul>	

Behaviour	Level	Behaviour	Level
<p><b>Customer Focus</b></p> <ul style="list-style-type: none"> <li>Adopts a positive and professional approach when dealing with customers to meet their needs.</li> <li>Understands the importance of the customer to the success of Anchor.</li> <li>Challenges others to think about the customer by putting themselves in the customer's shoes'.</li> <li>Takes personal responsibility for completing the customer transaction.</li> </ul>	Level 1	<p><b>Developing &amp; Supporting People</b></p> <ul style="list-style-type: none"> <li>Works alongside colleagues and encourages own and team's development in the delivery of great customer service.</li> </ul>	Core
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>Communicates and contributes effectively with both colleagues and customers.</li> <li>Gets involved in the delivery of own and teams' objectives consistently.</li> </ul>	Core	<p><b>Decision Making</b></p> <ul style="list-style-type: none"> <li>Knows when to engage the support of others to seek resolution and best fit solution for the customer and business.</li> <li>Shows the determination to see things through to a conclusion and collects the right information to make a sound decision.</li> <li>Is flexible in their approach when faced with challenges.</li> </ul>	Level 1
<p><b>Growing &amp; Improving the Business</b></p> <ul style="list-style-type: none"> <li>Seeks to fully understand the range of services offered and uses this knowledge when interacting with customers and their families.</li> </ul>	Core	<p><b>Personal Impact</b></p> <ul style="list-style-type: none"> <li>Consistently communicates clearly using relevant language that tailors the content to meet the needs of the audience.</li> <li>Understands own behavior and how that influences and affects others in the working environment.</li> <li>Sets the standard of behavior and takes responsibility for own and team actions.</li> </ul>	Level 1