

Direct Health Group

JOB DESCRIPTION



Job Title: Care & Support Worker

Reports to: Care Co-ordinator

Scope of Appointment:

To provide a wide range of support and opportunities, in order to maintain and promote independence of Service Users within their own homes.

Principal Accountabilities:

- To assist with personal care. Duties will include assistance with washing, toileting, shaving, dental hygiene, bathing, dressing, eating. Also changing of incontinence products, maintenance of catheter equipment, emptying commodes, disposing of soiled items by appropriate method.
 - To assist with domestic duties. Duties will include cleaning, cooking and washing.
 - Provide general support to the Service User as part of a caring team, liaising with other services as necessary.
 - To contribute to a daily log of care. This will be kept at the Service User's home.
 - To contribute to a Service User's assessment and review processes, with a view to providing an objective evaluation of the individual's care needs, attending meetings and reviews as required.
 - To attend any training courses and activities considered appropriate to your appointment and which will assist you in carrying out your duties.
 - To ensure the health and welfare of Service Users.
 - To feed back any concerns to your line manager about individual Service Users or any difficulties you may be having.
 - To encourage and enable Service Users to achieve and maintain maximum independence.
 - To work within Direct Health Group's policies, procedures, handbook and code of conduct including the National Minimum Standards and GSCC Codes of Practice.
 - To deliver person centred care.
 - To fully participate in team meetings, supervisions, appraisals and other meetings set up to review your achievements.
 - To undertake such other duties as may be required from time to time commensurate with the level of the post.
 - To participate in ensuring consistent standards of confidentiality are upheld.
 - To comply with all decisions, policies and standing orders of the Company and any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and Data Protection Act.
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Experience, Qualifications and Skills:

- | | |
|------------------------------------------------|-----------|
| ▪ Good communication skills – written and oral | Essential |
| ▪ Good interpersonal skills | Desirable |
| ▪ Experience in care provision | Desirable |

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- | | |
|-------------------------------------------------------|-----------|
| ▪ Manual Handling training | Desirable |
| ▪ Good observation skills | Essential |
| ▪ NVQ 2 or willingness to train in NVQ2 or equivalent | Essential |
| ▪ Own Transport | Desirable |
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Person Specification:

- Ability to work with Service Users in a caring manner that ensures dignity and respects the right of the Service User to be independent.
 - Ability to understand and follow instruction and policies.
 - Able to complete simple messages and forms in clear understandable writing.
 - Able to take part in training.
 - Able to work on own and as part of a team.
 - Able to use initiative and plan workload.
 - Willingness to learn.
 - Good understanding of the complex needs of older people receiving care services.
 - Practical understanding of equality issues in delivering care services.
 - Good command of spoken English.
 - Presentable to Service Users
 - Good General Health
 - Supports the values of person centred working and promotion of independent living.
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APPLICATION FOR EMPLOYMENT FORM



PLEASE COMPLETE THIS FORM IN BLACK INK, IN BLOCK CAPITALS AND RETURN IT TO THE ADDRESS ON THE BACK PAGE OF THIS FORM (PLEASE ENSURE ALL SECTIONS ARE COMPLETED)

JOB DETAILS

Application for the post of _____

PERSONAL DETAILS Please complete BLOCK CAPITALS

SURNAME (current family name) _____ FORENAME (s) _____
PREVIOUS SURNAMES (if applicable) _____
HOME TELEPHONE _____ MOBILE TELEPHONE _____
WORK TELEPHONE NO _____ EMAIL ADDRESS _____
NATIONAL INSURANCE NO _____
HOME ADDRESS _____ PREVIOUS ADDRESS (If you have lived at your current address for less than 5 years) _____

POSTCODE _____ POSTCODE _____
FROM DATE _____ TO DATE _____ FROM DATE _____ TO DATE _____
(month/year) (month/year)
DO YOU REQUIRE A WORK PERMIT? YES NO DO YOU HOLD A FULL, VALID DRIVING LICENCE? YES NO
If yes, do you hold one? YES NO If yes, do you have your own transport? YES NO

If you are successful you will be required to provide evidence prior to your appointment.

REHABILITATION OF OFFENDERS ACT 1974

Please give details of any court convictions, outstanding summonses or prosecutions (including SPENT convictions as due to the nature of the work that you have applied for the post is EXEMPT from the provision of the act (Section 4(2)), by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions Orders 1975). Any false statement will disqualify you from employment, or, if employment has commenced, will render you liable to summary dismissal.

Have you ever been convicted of a criminal offence, bound over by any court or cautioned by the police? YES NO

Applicants should note that providing false information to obtain employment is a criminal offence (S16 Theft Act 1968)

NATURE OF OFFENCE	SENTENCE OR COURT ORDER WITH COSTS	DATE
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

REFERENCES

Please provide details below of at least two referees, one of whom must be your current, most recent or most relevant employer and have direct knowledge of your work, the other should also be a past employer. If you have not been employed, or only had one employer during the past 10 years, then two character references will be accepted.

Character references should, where possible, be professional people, i.e. teacher, medically or legally qualified person. Friends and relatives are not acceptable referees. If you have more than one current employer you must give reference details of both.

Name/Title _____	Name/Title _____	Name/Title _____
Job Title _____	Job Title _____	Job Title _____
Address _____ _____	Address _____ _____	Address _____ _____
Postcode _____	Postcode _____	Postcode _____
Tel No _____	Tel No _____	Tel No _____
Fax No _____	Fax No _____	Fax No _____
In what capacity do you know this referee?	In what capacity do you know this referee?	In what capacity do you know this referee?
May we contact this referee prior to interview? YES <input type="checkbox"/> NO <input type="checkbox"/>	May we contact this referee prior to interview? YES <input type="checkbox"/> NO <input type="checkbox"/>	May we contact this referee prior to interview? YES <input type="checkbox"/> NO <input type="checkbox"/>

AVAILABILITY (tick all times you are available to work—alternate weekends are normally worked)

	7am to 10am	11.30am to 2.30pm	5pm to 10pm
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Wake Nights
Sleep Nights
24 hr Live in Care

Full Time Part Time

DECLARATION

I declare that the information contained in this application (and any further information enclosed) is correct to the best of my knowledge.

I agree that Direct Health Group, may take reasonable steps to verify the information.

I understand that any false statement will disqualify me from employment, or, if discovered after employment has commenced, may render me liable to summary dismissal.

I also understand that any offer of employment will be subject to satisfactory references and Enhanced Criminal Records Bureau Disclosure.

In accordance with the Data Protection Act 1998, I understand that the information provided on this form will be used in the recruitment and selection process and will form the basis of the personnel record for the successful candidate. It will also be held on a database and used for Equal Opportunities monitoring purposes.

Signed: _____ Date: _____

Please return this application form and any supporting documentation to:

SMOKE FREE ENVIRONMENT POLICY



PURPOSE

This policy has been developed to protect all Care & Support Workers and Service Users from exposure to secondhand smoke and to assist compliance with the Health Act 2006.

Exposure to secondhand smoke increases the risk of lung cancer, heart disease, and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

POLICY

It is the policy of Direct Health Group that all workplaces are smokefree, and all Care & Support workers have a right to work in a smokefree environment. The policy shall come into effect on Sunday 1st July 2007. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace. This includes company vehicles. This policy applies to all employees, contractors, service users or members of the public. However, the regulations do not restrict people from smoking in any part of their private dwelling used for work, if the work is undertaken solely to:

- Provide personal care for someone living in the dwelling; or
- Assist with the domestic work of the household in the dwelling.

IMPLEMENTATION

Overall responsibility for the policy implementation and review rests with management. However, all staff are obliged to adhere to, and support the implementation policy. The management shall inform all existing all Care & Support workers of the policy and their role in the implementation and monitoring of the policy. This will also give all new personnel a copy of the policy on recruitment/induction.

All of our Service Users will be notified of the Health Act 2006, and shall be requested that in light of the regulations they refrain from smoking whilst a care worker is in attendance and one hour before, however we have no right to enforce this.

NON-COMPLIANCE

Organisation disciplinary procedures will be followed if a Care & Support Worker does not comply with this policy. Those who do not comply with the smoke free law may also be liable for a fixed term penalty fine and possible criminal prosecution.

If Service User refuses to comply with this request and you are unable to undertake your work within this environment, then please contact you Line Manager so that the matter can be discussed further.

HELP TO STOP SMOKING

Should the service user be interested in using this as a reason to stop smoking then please inform them of the NHS range of free services to help smokers give up. Visit www.smokefree.nhs.uk or call the NHS Smoking Helpline on 0800 169 0 169.

Alternatively you can text 'GIVE UP' and your full postcode to 88088 to find your local NHS Stop Smoking Service.

RECRUITMENT OF EX-OFFENDERS POLICY



This policy applies to all applicants for positions within the organisation.

PRINCIPLES

As an organisation using the Criminal Records Bureau (CRB) Disclosure service to assess applicants' suitability for positions of trust, Direct Health Group complies fully with the CRB Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a disclosure on the basis of conviction or other information revealed.

Direct Health Group is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental ability or offending background.

This policy on the recruitment of ex-offenders, which is made available to all Disclosure applicants at the outset of the recruitment process.

CONTENT

We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.

For positions where a Disclosure is required, i.e. Care & Support Workers, all application forms and recruitment briefs contain a statement that a Disclosure will be requested in the event of the individual being offered a position.

Where a Disclosure forms part of the recruitment process, we encourage all applicants to provide details of their criminal record at an early stage in the recruitment process. This information is only to be seen by those who need to see it as part of the recruitment process.

We ensure that all those at Direct Health Group who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders.

At interview, we ensure that an open and measured discussion takes place on the subject of any offences or other matters that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment. Where a positive CRB is received, the Regional Manager will undertake a risk assessment and they will have full responsibility for deciding to offer employment or not.

We make every subject of a CRB disclosure aware of the existence of the CRB Code of Practice and make a copy available on request.

We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar ex-offenders from working with us. This will depend on the nature of the position and the circumstances and background of the offences.

Confirming your Identity for a CRB Disclosure



Your identity needs to be confirmed. You need to provide original documentation (no photocopies) at interview or when completing a CRB Disclosure form.

Please use the diagram below to determine which of these documents you need to provide.

Which documents do you need to provide? Can you produce any documents from Group 1?	
3 documents to be seen One document from Group 1 plus any two from Groups 1 or 2	5 documents to be seen Five documents from Group 2

Please note all documents must be in your current name. At least one document must show your current address and at least one document must show your date of birth.

List of Valid Identity Documents

Group 1	
Passport any nationality	UK Birth Certificate issued within 12 months of date of birth—full or short form acceptable
UK issued Driving Licence England/Wales/Scotland/Northern Ireland; either photocard or paper. A photocard is only valid if the individual presents it with the counterpart licence	EU Photo Identity Card EU countries only
HM Forces ID card	UK Firearms Licence

Group 2	
Marriage Certificate	Financial Statement** e.g. pension, endowment, ISA
Birth Certificate	Vehicle Registration Document
UK P45/P60 statement**	Mail Order Catalogue Statement
Bank/Building Society Statement*	Court Claim Form** documentation issued by Court Services
Utility Bill* electricity, gas, water, telephone—inc. mobile phone contract/bill	Exam Certificate e.g. GCSE, NVQ
TV Licence**	Addressed Payslip*
Credit Card Statement*	National Insurance Card
Store Card Statement*	UK NHS Card
Mortgage Statement**	Benefit Book Child Allowance or Pension
Insurance Certificate**	Certificate of British Nationality
Council Tax Statement**	Work Permit/Visa**
A document from UK Central/Local Government / Government Agency/Local Authority giving entitlement* for example, from the Benefits Agency, the Employment Service or the Inland Revenue	Connexions Card

* documentation should be less than three months old

** issued within past 12 months

EQUAL OPPORTUNITIES MONITORING INFORMATION



It is our policy to recruit staff on the basis of their ability and their suitability for the position for which they are applying.

As part of our equal opportunities policy we welcome applications from all parts of the community. It would help us if you would answer these questions, which assist us to monitor the effectiveness of our policy.

We treat the information you give us in confidence. This information does not form part of the selection process.

Sex	
Male	Female

Title	
Mr.	Ms
Mrs.	Miss
Other _____	

Your Details
Name:
Date of Birth:
Position Applied for:

How would you describe your ethnic origin? Please tick relevant box			
White	British	Irish	Other (please state)
Black or Black British	Caribbean	African	Other (please state)
Asian or Asian British	Indian	Pakistani	Bangladeshi
Chinese or other Ethnic Group	Chinese	Other (please state)	
Mixed	White & Black Caribbean	White & Black African	
	White & Asian	Other (please state)	

Do you consider yourself to have a disability? Please tick relevant box	
Yes	No
If yes, please give brief details below:	

The Disability Discrimination Act 1995 says 'a person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities'.

The meaning of long-term is lasting, or being likely to last, at least 12 months. Disabilities may involve difficulties with moving around; holding and manipulating objects; physical co-ordination; incontinence; lifting, carrying or moving everyday objects; speech; hearing or eyesight (except if this is corrected with spectacles or contact lenses). It may also involve mental abilities such as memory, concentration, learning and understanding.

Signed: _____ Date: _____