

Job Description

POSITION INFORMATION			
Job Title	Care	Grade	
Department	Delivery of Care	Section	Home Care
Reports To	Care coordinator / Manager	Location	Clients Home

JOB PURPOSE			
To actively contribute to meeting the personal needs of service users/ clients through a person-centered approach, respecting their dignity and promoting independence. Providing high standards of physical and emotional support to services users in line with their care plans. Collaborate with the team to address the social needs of service users/ clients, foster a healthy physical environment, and ensure the smooth execution of day-to-day activities in line with ATC's policies & procedures			
DIMENSIONS			
NO of Direct Reports	TBD	Budgetary Control	N/A
External Interfaces	- All Clients/ Service Users - Service Users Relatives/ Next of Kin - Health Care Professionals / GPs	Internal Interfaces	- Registered Manager - Training departments - HR Department - All Carers - All Senior Carers - All Field Coordinators
RESPONSIBILITIES			
- Work as part of a team in delivering an extremely high standard quality of care to our service users who are living independently in their own homes, within residential care and day care establishment. - Directly provide assistance with personal care in accordance with the service users' Care Plans e.g., support with bathing, washing, dressing, undressing, continence care, - Support with meal preparation, serving meals, and feeding as necessary, taking their medication, stoma/ catheter support, getting up in the morning, mobility, light cleaning etc. - Manage the making and changing of beds, tidy rooms, do light cleaning and empty commodes. - Support service users using trained moving and handling procedures and equipment. - Support service users in accessing the community and in taking part in social events as detailed in the Care Plan. e.g., attending appointments, shopping or attend events ensuring their overall comfort and wellbeing. - Respond promptly to any emergencies e.g., medical emergencies.			

- Assist service users that require support with mobility and transfer according to the manual handling plan/personal plan and help in use and care of aids and personal equipment.
- Provide support and ensure service users are physically comfortable whilst requesting support from senior carers and managers where needed
- Communicate empathetically and tactfully with service users' and colleagues, demonstrating kindness and diplomacy at all times.
- Comply with the Duty of Candour process and identify and report any concerns relating to service users' health and wellbeing to the Registered Manager.
- Write accurate daily reports of all care provided and any relevant events and keep these up to date.
- Endorse and do a proper handover to the next carer.
- Oversee the accurate recording of events in the care plan
- Contribute to the developing and reviewing of service users Care Plans and Risk Assessments.
- Monitors service users' conditions by taking temperature, pulse check, respiration and weight, and record them in detail
- Liaises with other healthcare professional for the continuity of service user's care
- To undertake any other duties and responsibilities as requested

PERSON SPECIFICATION

- Previous experience in a similar role is desirable although not essential
- Good understanding of the process of aging and the medical, health, emotional and well-being issues affecting older people and those with dementia.
- Contemporary and relevant legislation and regulations
- Post holders will be accountable for carrying out all duties and responsibilities with due regard to the ATC's Equality & Diversity Policy.
- Candidates must have a valid DBS or be willing to register with the DBS Service.
- Driving Licence holders preferred but transport is available (at a fee of £20 per day)
- Candidates must be physically fit (physical strength)

QUALIFICATION

- Must have a minimum of one of the following:
 - Caregiving certificate that covers the 15-care standards, or
 - Certified Nursing Assistant Certificate (CNA), or
 - Any other Health & Social Care or Care Training Certificate, or
- DBS check Certificate
- IELTS UKVI test result with a minimum score of 4 in all categories (Overseas recruits)
- A valid police clearance from the countries you've resided within the last 10 years (Overseas recruits)

REQUIRED SKILLS



- Excellent computer and database skills.
- Proven work experience as a Carer, Senior Carer or similar role.
- Highly organized with a strong ability to manage different priorities.
- Ability to work with others and use resources to problem solve.
- Ability to apply good judgment to fast-changing situations.
- Strong customer service skills.
- Effective verbal and written communication skills.
- Compassionate, caring and respectful.
- Ability to prepare care plans.
- A team player.
- Good organisational and problem-solving abilities.
- Presentable with good personality.
- Ability to work on own initiative.
- Willing and motivated to learn to develop self.
- Experienced in working within a framework of safeguarding.
- Excellent working knowledge of equality, diversity and inclusion

VALUES

Core Values

- Initiative
- Leadership skills
- Good Organisational & Problem-solving skills
- Compassionate
- Impartiality & Independence
- Integrity
- Responsibility & Accountability
- knowledgeable about providing care
- Respectful for all individuals
- Team Spirit / Team Player
- Good work ethics
- Customer Service

Absolute Values

- Good Communication (both written and verbal), and interpersonal skills
- Good Work Ethics
- Team Spirit/ A Team Player
- Professional appearance
- Good IT Skills

Job Specific Competencies

- Care planning
- knowledgeable about providing care
- Experienced in working within a framework of safeguarding
- Ability to read and implement care plans
- Excellent working knowledge of equality, diversity and inclusion

Key Attributes

- Integrity, honouring the privileged of individuals/carer relationships.
- Reliability and the ability to adapt and work under pressure.
- Passionate about supporting older people and meeting individual needs.
- Commitment to preserving confidentiality and individual's independence.
- Commitment to each individual's right to be treated with respect, dignity and to be afforded choice.
- Confidence, tact, enthusiasm, flexibility, warmth, compassion, tolerance, patience, approachability, and a good sense of humour.
- Reliability and the ability to adapt and work under pressure.
- Passionate about supporting older people and meeting individual needs.

SPECIAL REQUIREMENTS

- Skills to deliver highest standards of holistic, individualised care that is right for each service user
- Understanding of relevant legislation and regulations
- Must display good physical strength
- Professional appearance
- Impeccable work ethics
- Right attitude for the job
- It is essential to have a full UK driving license with own car.

HEALTH & SAFETY

It is the duty of every employee to take reasonable care of the health and safety of themselves and others, including the use of the necessary safety devices and protective clothing, and to cooperate with the management in meeting its responsibilities under the Health and Safety at Work Acts.

CONFIDENTIALITY

All staff are required to respect the confidentiality in all matters that they may learn in the course of their employment relating to other members of staff and service users / clients of Around the Clock Health Care.

Duties which include the processing of any personal data must be undertaken within the Data Protection guidelines & in line with the principle of Ultimate's confidentiality and disclosure policies.

APPROVALS			
Title	Name	Signature	Date
Job Holder			
Manager			

DISCLAIMER
The above statements are intended to describe the general nature and level of work being performed by the job holder. They are not an exhaustive list of all the responsibilities/accountabilities of the job; therefore, additional responsibilities may be added from time to time depending on organisational requirements.

*Last reviewed and updated: October 2025 Version 4
Next Review: October 2026.*