

## **ZENNITH CARE LIMITED STAFF ROLES AND DUTIES**

### **SUPPORT WORKERS / HEALTH CARE ASSISTANTS:**

- **To provide personal care and support to Clients with a wide range of needs, illnesses and disabilities**
- **To know and understand the care and support of the Client**
- **To undertake the tasks detailed in the Client's care and support plan using a person centred approach and in the least intrusive way**
- **To encourage the independence and motivation of the Client and not foster dependent behaviour**
- **To provide input into the care and support plans of Clients by regularly feeding back to the Care home Care Supervisor or Senior carer**
- **To assist Clients getting up in the morning and going to bed at night**
- **To assist Clients to wash, bath and shower**
- **To assist Clients to dress and undress**
- **To assist Clients to look after their skin, teeth, hair and nails**
- **To assist Clients with toileting, continence management and personal hygiene**

- To assist Clients with their medication at the agreed level of support and as detailed in their Medication Care Needs Assessment
- To prepare food and drink for the Client, being aware of the Client's choice, likes/dislikes, nutritional needs and cultural requirements
- To provide light general household domestic duties, including housework and laundry, as detailed in the care plan or instructed by Management
- To use manual handling equipment safely and correctly
- To take responsibility for the safe handling of property and equipment belonging to the Client
- To maintain good communication and develop effective working relationships with Clients
- To provide companionship to the Client, actively talking and listening to them about their interests
- To help the Client to maintain contact with their family and friends
- To accompany the Client on trips into the community
- To assist the Client to manage their personal affairs
- To ensure as safe as possible the living environment for the Client, whilst respecting the Client's choice and rights

#### **Recording and Reporting**

- To maintain detailed accurate records in respect of care and medication support given and tasks undertaken
- To regularly read care and support plans, acknowledging changes
- To protect the confidentiality of all information relating to the Client and not divulge information to anyone who is not authorised to receive it
- To promptly report to the office or Out of Hours Care Coordinator any issues concerning the care, support, wellbeing or behaviour of the Client and update records accordingly
- To continue to monitor where concerns have been reported and recorded
- To recognise the signs of abuse and immediately report abuse or suspected abuse to a Manager
- To report any complaints to the office or Out of Hours Care Coordinator
- To contact the office or Out of Hours Care Coordinator if running late

#### **General**

- To dress appropriately, wearing uniform and using personal protective equipment provided by Zennith Care Limited
- To seek out best practice and look at innovative ways to improve the quality and efficiency of service delivery
- To attend and participate in regular Care Worker team meetings and any other relevant meetings

- **To attend in house and external training pertinent to the role of Care Worker**
- **To ensure completed weekly timesheets are submitted on time to Zennith Care Limited**
- **To observe all health & safety rules and take reasonable care to promote health and safety of self and others and raise any concerns to the senior Care Supervisor**
- **To aim to ensure everyone has equal treatment and equal access to services and employment**
- **Any other duties requested by Senior Management, which are within the scope of the post of a carer varying from one care home to the other.**