

Role **Domiciliary Care & Support Worker**

Team **Care and Support**

Reports to **Care and Support Team Manager**

What you'll do...

- ⇒ You'll be working with other staff to implement tenants' support and care plans which will involve providing personal care to tenants.
- ⇒ You will provide tenants with appropriate levels of care and support, whilst working within our values at all times.
- ⇒ Above all, we are looking for somebody who is passionate about, and focused on, making a difference to peoples' lives: if that's you we'd love to hear from you!

What we expect from you...

Our People

The most important qualities we look for in our recruitment and selection processes are person centred people who have a partnership approach and make a personal commitment to finding solutions.

You will put our tenants at the centre of your work - you have a commitment to active tenant involvement in helping to identify development of homes that tenants will want to live in.

You will have a clear commitment to equality of opportunity and anti-discriminatory practice.

We want people who live our values through their attitude and behaviours towards colleagues, tenants, customers and stakeholders.

It is essential that people who work for us can demonstrate our Values in all that they do:

- ⇒ **Innovation** – we continuously strive to be the best we can whilst seeking creative ideas to improve and grow. We are innovative in finding solutions and take ownership of what needs to be done to resolve problems
- ⇒ **Honesty** – we will be clear and truthful in what we say and do
- ⇒ **Trust** – relationships are built on mutual trust and respect; we trust people to do the right things for the right reasons
- ⇒ **Fairness** – we will endeavour to remove barriers and to treat people fairly and impartially
- ⇒ **Respect** – we will treat people as individuals and value diversity, our attitudes and behaviours demonstrate due regard for the feelings, wishes and rights of others
- ⇒ **Accountability** – we will accept the responsibilities of our role and be accountable for our actions and for doing what is right for others

What you'll be responsible for...

- ⇒ Provide tenants with appropriate personal care as required, where this is identified within care plans.
- ⇒ Work with individual tenants to deliver care and support in their homes.
- ⇒ Ensure familiarisation with, and adherence to, all relevant policies and procedures.

- ⇒ Support and encourage tenants to report maintenance repair issues as and when required.
- ⇒ Assist tenants with practical day to day tasks if required as part of their support.
- ⇒ Inform senior staff of progress or untoward situations relating to tenants/ licensees.
- ⇒ Attend team meetings or training sessions as required.
- ⇒ Assist tenants to take advantage of on-site social and leisure activities/ facilities.
- ⇒ Ensure confidentiality is maintained.
- ⇒ Ensure comprehensive records are maintained in line with procedures.
- ⇒ Foster good relationships with other relevant agencies, neighbours and the local community.
- ⇒ Participate in the assessment, delivery and review of support as required.
- ⇒ Be familiar with Health & Safety guidelines and policies as advised.
- ⇒ Strive to maintain the image and ethos of the scheme at all times.
- ⇒ Work at all times in a positive, co-operative and supportive manner.
- ⇒ Encourage and be pro-active in tenant participation within the service area.

Who you'll be working with...

- ⇒ Collaboratively with staff within the care and support services and in the wider housing association
- ⇒ Closely with the Operations managers for care and support
- ⇒ Closely with service users and their representatives.

Other...

- ⇒ To be aware of the Association's Single Equality Scheme regarding both employees and tenants and to assist in eliminating all areas of inequality and discrimination.
- ⇒ To be prepared to undertake any training required to improve one's skills and enable the post holder to carry their job out more effectively.
- ⇒ Be aware of his/her responsibilities under the Health and Safety at work Act and ensure safe working systems and procedures are adopted at all times.
 - ⇒ Any other duties deemed reasonable by management within the remit of the role.

About you...

This is what's needed for the role and whether it is essential or desirable.

Skills, Knowledge, Experience	Essential	Desirable
Good communication skills, both verbal and written	✓	
Ability to assist tenants with basic tasks, such as preparing simple meals etc.	✓	
Ability to build and maintain good relationships with tenants and colleagues.	✓	
Ability to work well as a team member.	✓	
To undergo a Disclosure & Barring Service check	✓	
Flexible approach to working hours as shifts will include evenings, weekends, nights, bank holidays etc.	✓	
Ability to participate in the sleep in rota.	✓	
Willingness to undertake training to improve job performance.	✓	

QCF level 2 qualification in Care and Support or equivalent or completion of We Care Wales course-please see We Care Wales website for information https://wecare.wales/helping-you-find-your-career-in-care/	✓	
Previous experience of working with vulnerable adults		✓
Welsh speaker		✓

What we expect from you...

We request all employees to...

- ⇒ Keep up to date with changes in systems, policies, procedures and working practices.
- ⇒ Take ownership for your own personal safety and of those around you.
- ⇒ Take the opportunity to develop your skills and knowledge.
- ⇒ Take responsibility for the integrity of the data you use
- ⇒ Contribute to a happy and positive workplace.
- ⇒ Treat everyone with respect and adopt a positive approach to diversity and inclusion.