



## *Domiciliary Care Worker / Support Worker*

Holywell Care is on an exciting journey – we are looking to add more people to our amazing multi-cultural team at Preston, Morecambe & Lancaster areas.

Holywell Group is one of the leading providers of domiciliary care services dedicated to enhancing the quality of life for individuals in need of support and assistance within the comfort of their own homes. With a commitment to compassion, professionalism, and personalized care, Holywell Group strives to empower clients to maintain independence and dignity while receiving the care they require. At Holywell Group we have always believed in the power of kindness, and it is at the heart of everything we do.

We are proud to have been awarded Investors in People -*Silver* accreditation. This reflects the work and investment we put into Holywell every day to grow our business through the management and development of our teams.

All we ask is that you are a team player, hard-working, want to make a difference, and have experience in care from your previous roles so that you can not only support the teams but our clients too.

### **What are we looking for:**

- Has or is willing to complete level 3 health and social care qualification.
- Can demonstrate kindness.
- Have a desire to support others.
- Fun, outgoing & happy to get involved in activities.
- A good listener.
- Celebrates equality, diversity & inclusion.
- Is compassionate, sensitive, and understanding. Can work in a fast-paced environment.
- Able to work with flexibility for days, nights & some weekends.
- Is honest & trustworthy.
- Reliable & a good timekeeper.
- Has the ability to take on board feedback and embrace change. Good communication skills.
- Understanding of CQC regulations.

**What we offer:**

39hrs shift work each week.

Opportunity to work overtime.

Starting Rate -£11.00 an hour  
(To be revised from April 2024)

Holiday Pay

Contributory Pension Scheme

Bupa Mental Health Support Service

Opportunity to undertake additional qualifications.

**How to apply:**

If you think that you can make a difference, and be part of a team that cares, then please email your CV to [info@holywell.care](mailto:info@holywell.care)

## **Job Description & Person Specification**

### **HCS Domiciliary Worker**

Job Title	Domiciliary Care Worker/Support Worker
Company	Holywell Care Services
Reporting to	Registered Manager
<b>PURPOSE</b>	
<p>The role of a Domiciliary Care Worker is to work without direct supervision in the home of the service user providing care and support including personal, social and domestic support whilst adhering to the service user's individual care and support plan.</p> <p>The aim of the position is to enable service users to remain safely in their own home with as much independence as possible. Alongside providing care and support in a professional, discreet and caring manner, always ensuring the service user's right to privacy and dignity is maintained.</p>	
<b>MAIN DUTIES AND KEY RESPONSIBILITIES</b>	
<b>Involvement and Information</b> <ul style="list-style-type: none"><li>• To be aware of the Company, including the structure of the organisation.</li><li>• To know how, and where to access Company policies and procedures and relevant documentation.</li><li>• To ensure that all service users understand the care and treatment choices that are available to them.</li><li>• To know the arrangements in place for obtaining and acting in accordance with the consent of the service users.</li><li>• To positively promote the service user's right to choose and independence whilst ensuring that they are treated with the utmost respect, privacy and dignity at all times.</li><li>• To be aware of local and national services and sources of support so that information can be provided to service users upon request.</li></ul>	

### **Personalised Care, Treatment and Support**

- To assist service users with personal care needs, as detailed in their individual care plan, in an appropriate manner to help meet their desired outcomes.
- To assist service users with mobility problems and other physical disabilities, including incontinence, using aids and personal equipment i.e. hoists, assistive technology etc. in line with their individual care plans.
- To communicate effectively with service users, carers and other professionals.
- To report any concerns to your line manager relating to significant changes in the service user's health and support needs.
- To contribute to the service user review process, along with the service user assessor and all other involved parties, by using your knowledge of assisting the service user in meeting the desired outcomes.

### **Safeguarding and Safety**

- To understand the arrangements for ensuring that service users are safeguarded against the risk of abuse.
- Have ability to, in accordance with Company and Local Policies: identify the potential for abuse, take appropriate preventive measures respond to allegations of abuse.
- To report any untoward incidents or accidents to your line manager in accordance with
- Company policy and quality monitoring processes.
- To identify risk of infection or contamination and alert concerns to your line manager for further assessment.
- To assist with the general standards of hygiene and cleanliness in accordance with planned care and support.
- To ensure that as far as reasonably practicable where equipment is provided as part of the care and support plan it is safe and fit for purpose.
- To assist or administer the service user's medication in line with Company Policy and Procedures.
- To undertake the appropriate level of training and regular updates to stay abreast of best practice with regard to medication.
- To adhere to actions identified in Risk Assessments, in accordance with both relevant
- Company Policies and standard legislative Health and Safety requirements.
- To report any observed faults, defects or damage to the premises, fixtures and fittings or equipment to your line manager.

### **Suitability of Staffing**

- To inform your line manager if you experience difficulty getting to your scheduled visit at the agreed time.
- To attend supervision, annual appraisals and team meetings with the Registered Manager and use this to inform your Personal Development Plan.
- To maintain awareness of best practice.

### **Quality and Management**

- To ensure the Company's Complaints Policy and Procedures are followed when dealing with any concerns or complaints raised by service users or their carer's.
- To keep legible, accurate and detailed records in line with company policy and regulatory requirements.
- To understand and comply with both Company and legislative requirements regarding confidentiality and data protection.
- Attend staff meetings, as required, for the dissemination of information about the service, peer support and exchange of ideas.

<b>Person Specification including Competencies</b>			
	<b>Essential</b>	<b>Desirable</b>	<b>Source of Criteria Evidence</b>
<b>Experience &amp; Knowledge:</b>			
An understanding of the health and social care sector and the provision of person-centred care in the community.		✓	Application and interview
Ability and willingness to undertake personal care.	✓		Interview
Previous experience in a similar role.		✓	Application and interview
Basic understanding of how rights, dignity, privacy, respect and choice are important when providing care.	✓		Interview and references
<b>Personal Qualities</b>			
Good level of self-motivation. Effectively manage own workload and time, whilst being flexible.	✓		Interview and references
Have a caring, patient and reliable nature.	✓		Interview and references
Communication	✓		
Good level of written and spoken English	✓		Application and interview
Ability to communicate clearly with service users, colleagues and others.	✓		Application, interview and references
<b>Team work</b>			
Ability to work co-operatively and effectively with colleagues, service users and others.	✓		Interview and references
<b>Qualifications</b>			
Good level of general education		✓	Interview and references
NVQ or other professional qualification in care OR willingness to train towards such a qualification.	✓		Application and Interview
Ability to undertake compulsory three day induction training programme.	✓		Interview
<b>Other</b>			
Full, valid driving license and access to a suitable vehicle.		✓	Application and Interview
The legal right to work in the UK.	✓		Application and Interview

The purpose of this job description is to indicate the general level of responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility. By signing below you are agreeing to undertake your employment with Holywell Care Services in adherence with this job description.

#### **Confidentiality**

In the discharge of your duties you may often be in possession of confidential or personal information. You must not disclose or discuss such information outside of your work, or within your place of work EXCEPT in the proper discharge of your duties.