



Wolverhampton Road East, Sedgley, WV4 6AZ

Job Title:	Care and Support Worker
Salary:	£8.37 - £8.87 per hour
Responsible to:	Registered Care Manager (or nominee)
Location:	Sedgley, and throughout the local area
Hours of Work:	Flexible working will be required.

Overview

Beacon was established in 1875 with its charitable aim: ***To promote the relief of visually impaired persons.***

Working with its stakeholders, Beacon has developed Ambition 2025 as its long term Vision, the strategic objectives are:

1. Ensure core products and services stay relevant and respond to changing needs and demands.
2. Maximise the opportunities afforded by technology developments.
3. Grow the business in terms of turnover, products and services and operating area.
4. Resilience and strengthen the income base.
5. Raise the profile of the issue (sight loss) and its impact on society.

Job Purpose

At Beacon we have dedicated team members who are chosen for their compassionate natures as well as their qualifications and experience. We provide relationship centred care, placing the individual needs of the customer at the very centre of all we do.

Working as part of the staff team across the full range of Beacon's care delivery services including residential care, health and wellbeing centre and the community, you will ensure continuous assessments, planning, implementation and evaluation of customer's care. Your skills will be key to supporting customers with all their needs, therapeutic interventions and meaningful occupations.

Key Objectives of the Role

1. Promote a caring environment through high standards of professional practice.
2. To actively contribute to the delivery of person-centred care to the customers, which meets the physical and mental health needs of customers as well as their social, intellectual and emotional needs.
3. To adhere at all times to care practices that promote independence, preserve dignity and value the uniqueness of each individual customer.
4. Work effectively with others within the team to ensure that customer's needs are met.
5. To demonstrate flexibility to deliver services at a time and place that are needed by the customer, and that are within the bounds of the individual work plan agreed.

6. To ensure that all aspects of the regulatory framework are complied with.
7. Take responsibility for the safeguarding of adults and follow Beacon's whistleblowing policy as required.

Customer Care and Support

8. To ensure each customer receives assistance with all elements of their personal care to include washing, dressing and assisting customers in all aspects of daily living as required.
9. To participate with the team in continual monitoring of each customer's health needs. To include appropriate liaison with senior and relevant staff.
10. To ensure customers choice and independence is respected and have knowledge of customer's risk management plans.
11. To help customers with mobility problems and other physical and sensory disabilities, including incontinence, and in the use and care of aids and personal equipment.
12. To dispense medication and record all administrations to meet statutory requirements and as required in the individual care plan
13. To prepare and service light meals, and assist customers with eating as required in the individual care plan
14. To make beds, tidy rooms, carry out light cleaning and emptying of commodes as required in individual care plan
15. To care sensitively to customers who are unwell or requiring palliative care.
16. To answer emergency bells greeting everyone in a courteous manner.
17. To participate in the key worker system.
18. Welcome and encourage the participation of customers in activities so that they can remain emotionally and intellectually stimulated.
19. Support and work closely with families and friends offering them professional and emotional support, sensitive to individual need.
20. To contribute to the preparation, implementation, review and update of all customers care plans in line with their personal wishes and preferences in accordance with Beacon's policies.
21. To perform such other duties as may reasonably be required.

Health and Safety

22. Ensure all health and safety requirement are met, with all accidents and incidents reported to the Registered Care Manager and in accordance with Beacon's policy.
23. To be responsible for your own health and safety and that of anybody else whom your acts or omissions may affect.

General duties

24. Understand and observe all relevant regulations and Beacon policies and procedures.
25. Be familiar with the recording requirements of Beacon and ensure that all records are kept up to date.
26. To be approachable and supportive to staff and managers.
27. To attend staff meetings when appropriate and to be available for one to one sessions as agreed.
28. To attend appropriate training and development sessions as agreed with the Manager.
29. To maintain confidentiality at all times.
30. To carry out any reasonable duties as requested by the Manager.
31. To follow appropriate procedures in the event of accidents/ emergencies, e.g. fire, missing customers.
32. To report and advise the relevant persons with respect to any repairs or maintenance work required.
33. To uphold and promote equal opportunities in employment practice and service delivery.

Experience and Knowledge

Essential

- Ability to communicate and interact well with people.
- To be able to read, write and work with numbers to a good standard.
- Ability to work well as part of a team.
- A willingness to undertake training to achieve NVQ Level 2 qualification or equivalent.
- Demonstrate an empathy and understanding of the needs of people with disabilities.
- Ability to carry out all aspects of the role to a high standard at all times.
- Able to meet an enhanced DBS check.

Desirable

- Experience in a similar role within a health or social care setting.
- A relevant NVQ Level 2 qualification or equivalent.
- Working in services for older people.
- Evidence of continuing training and development.