

JOB DESCRIPTION

Job Title	Community Wellbeing Worker
Report to	JCUK Management Team
Hours of work	Various
Salary	£9.12
Location	Sutton Coldfield, Erdington & Kingstanding
Contract Type	Zero hours

Job Purpose

To provide a holistic well-being, domestic, domiciliary care and support-based service, including well-being activities, household cleaning, personal care, escorting, shopping and companionship to clients within their own home as agreed within a personalised service plan.

The aim of our service is to promote independence and wellness in line with the service plans and the client's aspirations. We will respect and ensure privacy and dignity at all times.

Essential Duties/Responsibilities

1. To provide a well-being & domestic support service, including personal care to individuals in their own homes in response to requests received and detailed in their support/care plans. This may include any of the following tasks, though this list is not exhaustive:
 - Assisting/supporting with personal care to include bathing, showering, toileting, dressing, washing, personal grooming.
 - Assisting/supporting with and prompting the administration of prescribed medications
 - Assisting/supporting with the preparation of meals and assisting with feeding when necessary
 - Cleaning, ironing, vacuuming, shopping and cooking and other housekeeping tasks.
 - Updating clients notes, risk assessments and support/care plans.
 - Carrying out client reviews.
 - Escorting on shopping trips, appointments and social activities.
 - Providing companionship.
 - To signpost clients to other ACB and JCUK services (charitable and commercial) as appropriate.

2. To undertake a variety of tasks concerned with maintaining the client's independence, physical and mental health; and wellbeing, in a safe and hygienic environment.

3. To ensure the activities undertaken enable the clients and where applicable their carers to remain independent and empower clients to make informed choices about the level and nature of service they receive.

4. To participate in a rota system with other staff to provide emergency cover in cases of sickness or absence of colleagues, to assist and ensure a reliable and quality service is maintained for the welfare of the client and where applicable their carer.
5. To carry out all duties in line with policies and procedures of Jubilee Citizens UK, and the current Care Standards' (CQC) requirements for delivering domiciliary care, ensuring that all work is undertaken with due consideration and respect for the dignity and privacy of the clients and their carers to whom the service is being delivered.
6. To liaise with the JCUK Management on a regular basis regarding the care and support provided, any issues or changes identified and any concerns that need addressing immediately for the continued wellbeing and safety of the client and their carers when appropriate.
7. To undertake all necessary actions as described in the No Response policy in the event of not being able to gain access to a client's home at a designated and expected time of arrival, to ensure the safety and wellbeing of the client.
8. To fully and accurately complete a time sheet, giving details of hours worked and type of service provided with the client's signature recorded and submitted to the Jubilee office on time each month to ensure effective payment.
9. To accurately complete all records and / or reports including support/care plans, visit records, daily attendance records and MAR's on each visit to the client's home, notifying any issues, concerns or changes to JCUK Management Team immediately, and advising when additional paperwork is required ensuring there is no gap in any records.
10. To have a willingness to continue personal development through attending all relevant and appropriate identified training necessary to ensure competency in delivering the tasks required under domiciliary care and domestic service.
11. To work at all times within the Values and Mission Statements and the Diversity and Equality Policy of Jubilee Citizens UK, together with all other agreed policies and procedures of the organisation, and to ensure that this applies to all other staff and volunteers.
12. To promote a positive image of Jubilee Citizens UK at all times and to establish a professional and confidential working relationship with all staff.

Skills & Qualifications

Relationship Management

- Ability to work with people of any age or people with disabilities, their families and carers
- Ability to develop constructive relationships with clients, their families and carers, and colleagues
- Experience and understanding of confidentiality

Skills and Experience

- Knowledge and understanding of the needs of people including older people and people with disabilities
- Knowledge and understanding of Health & Safety requirements
- Experience of running own home or providing housekeeping services
- Previous experience of providing personal care would be an advantage although training is provided
- Qualified to NVQ Level 2 in Health & Social Care** (for regulated activities only)

General

- Reliable, responsible and flexible
- Good written and verbal communication skills, including the ability to write clear legible records

Special Conditions:

- Disclosure and Barring Service (DBS) check will be undertaken for this role.
- This is a description of the job as it is at present.
- It does not form part of the contract of employment.
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder.

Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:

Promoting good practice and prevention of harm and abuse

To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported

Person Specification

Factors	Essential	Desirable
Skills, Knowledge, Abilities Knowledge of older people's needs Understanding of Equal Opportunities and Diversity in service delivery Excellent interpersonal skills (communication, listening skills)	* * *	
Previous Experience Previous experience of providing care for older people Experience of working in a day care/care setting		* *
Experience and Qualifications NVQ Level 2 Health & Social Care or equivalent – completed or working towards Willingness to continue professional development Good standard of education	* *	*
Personal Characteristics Commitment to caring profession Positive attitude towards wellbeing/care delivery Customer focused	* * *	