

## Care professional job pack – Norwich

<b>Title</b>	Care professional - Norwich
<b>Hours</b>	Part time or full time. Minimum 16 hours per week
<b>Salary</b>	Starting £11.00 - £13.52 per hour depending on time and day of call and experience
<b>Expenses</b>	Mileage 35p/mile, travel time 21p/mile
<b>Accountable to</b>	Care team manager
<b>Responsible for</b>	No direct line management
<b>Based</b>	Community based in Norwich

### About Caring Together

Three in five of us will become a carer at some point in our life. Caring Together is an ambitious regional charity that provides emotional and practical support, advice, and guidance to carers of all ages and their families, as well as opportunities to take a break from their caring role.

Our vision is of a world where caring is made easier.

We believe in providing great care and connecting with the people we support.

We are proud to be a living wage employer and to have a clear career pathway for care professionals to develop their experience and skills should you wish to progress.

Our care professionals have permanent contracts and work a variety of adaptable hours that fit with client's requirements and your availability.

Minimum guaranteed hours contracts can be considered for applicants with a wide range and flexibility of available hours of work.

### About the role

In recognition of the important and skilled work done by our care staff, we use the job title 'care professional', which replaced the job title of care worker in August 2022.

As part of the care team, your key focus will be providing a flexible service to people with care needs and their families, working within customers' homes to promote independence through greater choice and control. Support will involve

personal and social care and support to achieve personal goals and positive outcomes.

Care professionals work alongside colleagues in a similar role and a wider team providing information, advice and guidance to carers.

The successful candidate will be driven to provide high-quality, person-centred care at the times people would like it. They will work with people of all ages, with a range of conditions and requirements.

### **Key accountabilities of the role**

1. Provide care support in the home and community.
2. Undertake the tasks specified in the care plan, adapting your practice to the preferences of the individual. For example, but not limited to washing, administering medication, assistance with the management of continence, support with eating and mouth care, support with mobility and transfers.
3. Occasional assistance with therapeutic programmes for rehabilitation and development as agreed with appropriate clinical professionals.
4. Ensure a safe environment in accordance with company policies and to communicate any changes which may affect the safety of the environment.
5. Support people to access their local community and events.
6. Provide emergency support and summon emergency services, if necessary.
7. Provide emotional support to people and their carers as part of a caring team.
8. Fulfil basic domestic duties as care package, such as: making and changing the bed of the person with care needs, essential laundering, essential shopping, preparing meals and washing up.
9. Undertake other specialised care tasks as agreed.
10. Work as part of a team, supporting colleagues and providing an adaptable service, including cover for colleagues in the event of holiday and sickness.
11. Travel as required in order to deliver person centred support. From time to time this may be outside of your area of preference.
12. Play a proactive role in signposting patients and families to relevant support services (internal, external; statutory, non-statutory), to prevent admissions.
13. Work in partnership with the care bookings team to ensure they are informed of requested changes to calls and give sufficient notice of any need to cancel.
14. Regularly review and refresh your rostered work and raise any queries or concerns in delivering it as soon as possible.
15. Be proactive in maintaining regular contact with your line manager.

16. Complete and submit clear, accurate records and reports to required standards.
17. Participate in an induction programme and attend on-going training.
18. Attend regular meetings and supervisions as agreed.
19. Establish positive working relationships internally and externally to support the company to achieve its business plan and meet customers outcomes.
20. Work at all times within the philosophy and policies of Caring Together.
21. Treat all people with respect and sensitivity, recognising the need for confidentiality at all times.
22. Undertake any other duties that may be considered commensurate with the level of the post.

Caring Together is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment.

We are inclusive. We celebrate multiple approaches and points of view. We are an equal opportunities employer and expect staff to respect the personal choice and lifestyles of colleagues, carers, and people with care needs.

## Care professional Person specification

Requirements	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Driving licence and access to a vehicle.</li> <li>• No care experience or qualification is necessary as full training will be provided.</li> </ul>	<ul style="list-style-type: none"> <li>• Level 2 in health and social care qualification, or equivalent.</li> <li>• Level 3 in health and social care, or equivalent</li> </ul>
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>• Computer literate.</li> <li>• Experience of working independently, using own initiative and problem solving.</li> <li>• Experience of establishing and maintaining professional working relationships and work well in a team.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of providing person centred care in the community.</li> <li>• Experience of engaging with a diverse range of users and stakeholders.</li> <li>• Knowledge of and experience working to a high standard within legislative and regulatory standards of care.</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Ability to multi-task.</li> <li>• Ability to work productively with a range of people with a range of needs.</li> <li>• Strong communication both written and verbal and excellent interpersonal skills.</li> <li>• Ability to build effective relationships with stakeholders.</li> <li>• Excellent customer service philosophy.</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Able to work under pressure and cope with change and conflicting priorities.</li> <li>• Willingness to travel across our region.</li> <li>• Seeks continuous improvement.</li> <li>• Engaging personality, demonstrates a friendly, constructive, solution focussed approach.</li> <li>• Able to adapt to changing needs.</li> </ul>	

## Application and recruitment process

<b>Closing date</b>	To be confirmed.
<b>Interview</b>	To be confirmed.
<b>Start date</b>	The post is available immediately on a part-time/full-time, permanent basis.
<b>Referees</b>	The successful candidates will be asked to provide contact information for two referees. It is expected that one of these will be your current or most recent employer.
<b>Proof of qualifications</b>	The person specification for this post lists qualifications that are essential and/or desirable and you may hold some of these qualifications. Please note that if you are successful, you will be asked to provide original certificates of these educational and professional qualifications. Please do not enclose these with your application.
<b>Terms and conditions</b>	Full details of the terms and conditions of employment will be made available to the successful candidate.
<b>Annual leave</b>	The successful candidate will be entitled to 28 days per annum including bank holidays (pro rata) as well as the option to buy annual leave in accordance with our terms and conditions.
<b>Pension</b>	Caring Together complies with all current legislation regarding auto-enrolment into a pension scheme for employees.
<b>Entitlement to work</b>	If you are shortlisted for interview, you will be asked to bring to interview original documentary evidence of your entitlement to work in the UK in line with a list of acceptable documents that we will provide to shortlisted candidates. Please do not enclose these with your application.
<b>Working hours</b>	Normal working hours vary according to customer need and include some social hours. Caring Together is committed to ensuring a work life balance for our employees as well as support for our employees who may have priorities such as caring or other family commitments. Flexible working patterns may be considered provided that the needs and objectives of the charity and the successful candidate can be met. The successful candidate will be required to work flexibly at evenings and weekends, as required.
<b>Benefits</b>	Full details of the benefits of employment will be made available to the successful candidate.