



SILVERJEN LIMITED

Care Worker Job responsibilities and KPI's

Purpose:
To provide a caring and person centred service to elderly clients some with learning disabilities and associated complex needs, working flexibly as part of 7 days a week and 24 hour Care Quality Commission (CQC) Registered Service. Delivering a service under the leadership of a Registered Manager you will demonstrate a commitment to safeguarding in line with policy and procedure and empower service users , enhancing life choices and achieving outcomes.

Key Results Areas	Key Performance Indicators	Skills and Experience	Competencies
<p>Customer Care</p> <ul style="list-style-type: none"> • Delivering a flexible and responsive service. • Working in partnership with service users and care coordinators to co-produce support plans and key records. • Delivering and high quality, sensitive and dignified personal care for service users . • Competent administration of medication, recording relevant information accurately as directed. • Monitoring service users ' health and wellbeing, accompanying and supporting service users to their health appointments. • Supporting service users with life skills, enablement and positive risk taking. • Identifying, accompanying and engaging service users to access meaningful social and cultural activities 	<p>Communication</p> <ul style="list-style-type: none"> • Communicating effectively; verbally, non-verbally and in writing, sensitively adapting language and communication style to meet the needs of each individual. • Producing high quality documentation when requested e.g. service user records, team meeting minutes, weekly performance returns and audits • Providing a detailed and quality handover to ensure continued safe running of the service <p>Team Working</p> <ul style="list-style-type: none"> • Recognising that delivering person centred service to service users is a team effort to achieve high customer satisfaction positive feedback • Ability to develop and establish a professional working relationship with colleagues and service users • Demonstrate appreciation of the role and purpose of other departments 	<p>Essential</p> <ul style="list-style-type: none"> • A positive attitude around person centred approaches to working with individuals with learning disabilities and associated complex needs. • A working knowledge of legislation and regulation in regards to delivering care support to vulnerable people • Experience of working within a busy care environment, including all aspects of care (e.g. personal care, manual handling, daily support) • Experience of keeping accurate and compliant records • Experience of working with Microsoft applications • A willingness to work towards Level 2 qualification in Health and Social Care/equivalent, or already undertaking training. • Basic numeracy and literacy skills 	<ul style="list-style-type: none"> • The ability to work both autonomously and as part of a team • Flexibility is essential • Creative and innovative • Strong interpersonal skills • Excellent communication skills • Person centred approach • Accountable • Reliable and punctual • Ability to maintain confidentiality • Use of initiative • Flexible approach • Maintaining accurate records that capture outcomes, for example KPI's, outcome progression, case studies etc.

<p>Record Keeping</p> <ul style="list-style-type: none"> • Completing and maintaining accurate and detailed records that meet the requirements of the organisation and CQC. • Innovatively record positive examples of customer involvement. • Accurately record all financial transactions in line with policies and procedures. • Completing and following clear risk assessments which will include positive risk taking • Maintain up to date knowledge of all customer and service records. <p>Partnership Working</p> <ul style="list-style-type: none"> • Effectively working in partnership with external agencies, local communities and important people in customer's lives for the benefit of service users and the organisation. <p>Health and Safety</p> <ul style="list-style-type: none"> • Complete health and safety checks and identify any health and safety concerns in a timely manner. • Take a proactive approach to incident and near miss reporting • Adhering to all CQC regulations, standards and outcomes and remain familiar with the care home inspection reports. • Maintain high standards of hygiene in the work/ home environment in line with infection control policies and procedures. • Operate in a manner that complies with the organisation's health and safety standards, policies and procedures. <p>Self-Development</p>	<ul style="list-style-type: none"> • Work with team members to contribute to service outcomes. <p>Integrity and Influence</p> <ul style="list-style-type: none"> • Challenging perceived poor or unsafe practices of others in a professional manner. • Work in accordance with the confidentiality and data protection policies and procedures. • To accept personal ownership and responsibility of examples set by own behaviour- act as an ambassador for the service and the organisation. <p>Time Management</p> <ul style="list-style-type: none"> • Working in accordance with the staff rota and be punctual for allocated shifts, shift leading where required. • Planning and proactively identifying the steps required to ensure that the operational objectives of the service are met • Following up consistently on set priorities by applying various tools to manage time and meet deadlines <p>Problem Solving</p> <ul style="list-style-type: none"> • Having a positive attitude to problem solving, particularly with service users as part of support planning and risk assessment • Using available resources and own initiative to generate solutions • Adopting a multi-tasking approach when necessary to meet customer and service need. • Monitoring progress of interventions in the service and evaluating results <p>Performance Monitoring</p> <ul style="list-style-type: none"> • Preparing for supervision meetings, appraisals, team meetings and service audits appropriately. • Achieving positive outcomes for the service and individuals 	<p>Desirable</p> <ul style="list-style-type: none"> • Experience of working with multi agency partnerships • An understanding of services available for people with learning disabilities or associated complex needs. • Experience in facilitating service user involvement. 	
--	---	---	--

<ul style="list-style-type: none"> • Attend and complete all training required, taking responsibility for your continuous professional development and implement learning into your role and to ensure that you are a safe practitioner. • Participating in supervision meetings, appraisals, team meetings and service audits and inspections. • Ensuring all service delivery is non-judgemental and is delivered in line with Equality and Diversity policies and procedures • To ensure the health, wellbeing and safety of vulnerable adults, young people and children in line with safeguarding regulations. Play an active role in working flexibly to support the service to function 24 hours a day • Attending all training courses and delivering on the outcomes • Any other duties as required by the role • Proactively approach the promotion of traditional values, demonstrating pride in the work and service delivery. • To ensure the health, wellbeing and safety of vulnerable adults, young people and children in line with safeguarding regulations. • Attending all training courses and delivering on the outcomes. • Any other duties as required by the role. 	<ul style="list-style-type: none"> • Being responsive to customer and stakeholder feedback about the service 		
---	---	--	--