



DAUGHTERS OF CHARITY SERVICE DISABILITY SUPPORT SERVICES

JOB DESCRIPTION

JOB TITLE: CARE STAFF

RESPONSIBLE: THROUGH SENIOR PERSONNEL TO SERVICE MANAGER

EMPLOYING AUTHORITY: DAUGHTERS OF CHARITY

DUTIES AND RESPONSIBILITIES

1. Ensure the highest standard of care and support in respect of the physical, psychological, emotional well-being each person. An environment is created that is conducive to their well being. Maintaining the highest standards of professional care and safety in the home/area.
2. Ensure each person is treated with dignity and respect and that their personal plans are implemented ensuring outcomes are documented and measured
3. Promote self development, independence and individuality of each person.
4. Ensure that each person is treated in a manner appropriate to their age and gender and that this is reflected in their manner of dress, activities and social contacts.
5. Ensure that any relevant change in a persons physical or behaviour pattern is brought to the attention of the manager and relevant reports are completed.
6. Ensure that each person is fully supported in maintaining the highest intimate and personal care standards. Ensure there is a detailed plan of care for each person that requires intimate and personal needs supports.
7. Maintaining good order and organisation in the house/area at all times especially in housekeeping, cleanliness and hygiene.
8. Integrating each person as far as possible into their local community. Promoting good relationships with neighbours and the general public.
9. Ensure participation in religious/liturgical programmes in accordance with the ethos of the Daughters of Charity.
10. Encourage and participate, where appropriate with each person in social educational and recreational activities within the local community. Participating in holidays with individuals as required
11. Ensure that good quality food is prepared and encourage individuals to help in the preparation and serving of meals where appropriate.
12. Support when necessary, people who exhibit behaviours that challenge, or who have seizures or other conditions. Participating as requested in monitoring and recording that may be necessary.
13. Attending relevant individual meetings as directed by the Manager
14. Sharing responsibility for monitoring house supplies equipment and clothing
15. Undertake all aspects of home/area management as directed by the Manager.
16. In the event of being alone in an emergency situation, if trained, administering basic first aid

until assistance arrives on the scene as per relevant protocol.

17. Being flexible in working hours to meet the changing needs of service users. This may include evening and/or weekend supports.
18. Ensuring all records including Personal Plans, Care Plans, individual programmes behaviour interventions are maintained and regularly reviewed to give an accurate update to the relevant staff. Ensuring all records relating to the particular centre are kept up to date on occasions care staff may work on their own, and assume responsibility as lead person under the direction of their manager.
19. Being fully aware of and working within, Service Policies and Procedures and local guidelines.
20. Accompanying individuals to outside professional appointments as may be requested from time to time. Ensuring full knowledge of relevant aspects of the person prior to appointment.
21. Being fully familiar with emergency procedures and ensure that a safe environment is created for the everyone. Ensure the health and safety policy of the service is strictly adhered to.
22. Attending training programmes as may be requested from time to time, including medication management. Involvement in all aspects of the persons care, including medication management and recording of same.
23. Accompanying individuals to day services and other activities either in service transport or public transport as required.
24. The duties and responsibilities may change due to changing needs of individuals, care staff must be flexible and willing to change and adapt to new interventions.
25. Participate in Service Annual Performance Review System
26. Maintain a high standard of work performance, attendance, appearance and punctuality at all times.
27. Ensure good working relationships are maintained with colleagues.
28. Maintain the highest standards of confidentiality are maintained at all times
29. Any other duties as may be required from time to time.

The above job description is not intended to be a comprehensive list of duties and responsibilities and consequently the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post when in office. This job description may change in line with the changing needs and objectives of the Daughters of Charity Disability Support Service.

Core Competencies

Quality Service

- Adopts a person centered approach and supports service users with empathy, compassion and respect.
- Demonstrates a commitment to achieving a high standard result.
- Is flexible and adaptable to meet unanticipated demands.
- Complies with organisational policies and procedures at all times.
- Understands, demonstrates and respects the rights of all service users and families

Planning & Organising

- Demonstrates the ability to plan and deliver the duties of the role in an effective and resourceful manner within a model of person centered care.
- Adopts a systematic approach to planning, organising and managing workload.
- Able to multi task without losing focus.
- Manages competing and changing priorities effectively.
- Demonstrates a flexible and adaptable approach in a changing environment.
- Deals with issues in a timely manner.
- Demonstrates a high level of attention to detail

Professionalism

- Approaches all tasks in a confident manner.
- Shows pride in one's profession.
- Demonstrates honesty and integrity: holds a strong code of ethics.
- Maintains appropriate and professional boundaries.
- Manages personal problems to minimise impact on work or professional relationships
- Respects confidentiality and discretion in all work related matters.
- Pays attention to dress code and professional appearance.
- Shows an enthusiastic and committed attitude to ones work.
- Understands scope of practice.
- Understands the need to apply service and/or professional standards, policies and procedures
- Demonstrates self-belief in own potential and ability.

Continuous Learning & Development

- Shows enthusiasm and motivation for work.
- Willing to use opportunities to improve, learn and develop self.
- Regularly participates in on the job learning.
- Stays current in own field of expertise.
- Is open to constructive feedback, acknowledges own limitations.
- Understands role and boundaries of other disciplines.
- Initiates and undertakes mandatory training.
- Takes responsibility to ensure learning and understanding of new ideas and procedures.
- Self evaluates own performance to continuously improve personal development.

Organisational Knowledge

- Understands the mission and core values of Daughter of Charity Disability Support Services.
- Is aware of the multiple services provided by the Daughters of Charity.
- Familiar with professional bodies.
- Is knowledgeable of regulations and where relevant applies practice in accordance with legislation to

area of work.

- Has the skill set to access computer systems and ability to learn new IT system's
- Knowledgeable of professional standards, policies and procedures relevant to discipline.
- Understands how own scope of practice fits with the organisation.

Innovation & Creativity

- Demonstrates a can do attitude.
- Generates new ideas.
- Shows enthusiasm for trying new ways of doing things.
- Voluntarily puts forward suggestions for improvements.
- Promotes improvement ideas to colleagues.
- Takes a creative approach to work by exploring a range of options whilst keeping an open mind.
- Effectively applies existing practices or processes to new work situations to benefit the service and service users.
- Takes appropriate action to address inefficiencies in work processes and establishes improved ways of getting the job done

Leadership Potential

- Successfully modifies behaviour to embrace change.
- Energetic and Inspires others through own positive attitude.
- Creates trust by being honest, reliable and consistent.
- Can be directive without being dictatorial.
- Blends a focus on results with a caring and sensitivity for individuals.
- Demonstrates the ability to be flexible in relation to hours of work and roles and responsibilities.
- Responds positively to new demands and requirements.

Problem Solving & Decision Making

- Makes timely, intuitive decisions to achieve successful outcome.
- Identifies and uses appropriate sources of information when making decisions.
- Supports views with sound logic reasoning.
- Reasons systematically and logically through issues.
- Demonstrates common sense when dealing with every day issues that arise.
- Knows when to ask for help and guidance from supervisor and/or colleagues

Team work

- Contributes consistently and positively to team activities.
- Projects a warm and appropriate professional demeanour at all times.
- Is accepting of diverse values and beliefs.
- Helps others: willing to take on different tasks/roles accordingly to the needs of the team.
- Expresses views and professional opinion at team meetings.
- Knows when and where to consult with other members of the team.
- Is responsive to the needs of other team members: shows empathy.
- Balances listening to others ideas with sharing own thoughts.
- Considers how ones behaviour may impact others.
- Has the knowledge and confidence to identify and personally manage own workplace disagreements locally at an early stage and knows when to seek support of management.

Communication & Interpersonal Skills

- Communicates openly and honestly.
- Shows empathy when handling delicate or sensitive issues.
- Shows patience when dealing with others.
- Considers how ones behaviour may impact others.

- Clearly and confidently articulates ideas and opinions and their underlying rationale.
- Draws on a variety of communication methods to fit/situation circumstances.
- Open listening: asking clarifying questions and makes eye contact.
- Demonstrates positive body language.
- Knows when to speak, what to talk about, with whom, when, and where.
- Communicates effectively in English language, written and spoken, as appropriate to job requirements.
- Numerate and Literate.