

Responsible To: Neurodevelopmental Service Manager

Service: Neurodevelopmental and Complex Care Service

Shifts: Flexible working hours

Salary: £13.73 – £15.81 per hour (*with the ability to access a % of your earnings in just 4 days or less after completing shifts!*)

PURPOSE OF POST

To work as part of a team providing high-quality, person-centred care and support to Service Users with neurodevelopmental conditions and/or complex care needs, enabling them to remain as independent as possible in their own homes and communities, while reflecting the objectives of the SweetTree Charter & Philosophy of Care.

KEY RESPONSIBILITIES

- General housekeeping, e.g. cooking, shopping and domestic duties, and helping Service Users to maintain all aspects of their domestic lives.
- Providing help with all aspects of personal care.
- Facilitating socialisation and social activities, e.g. visiting family/friends, walks, cinema/theatre, meals out, going for a drive (where required), reading etc.
- Monitoring progress and recording notes on daily record sheets relating to each visit.
- Liaising with families, friends, advocates, external agencies and the management team to provide a consistent approach that meets the individual needs of each Service User.
- To empathise and actively listen in a sensitive manner, accessing appropriate additional support where necessary.
- To support Service Users to access appropriate health care provision, enabling them to make an informed choice regarding any prescribed treatment, seeking advice where necessary.
- To create opportunities for Service Users to develop, establish and maintain personal relationships and social networks, encouraging greater participation and integration in their chosen communities.
- To carry out any other reasonable duties as required by the Service Manager.
- To preserve the independence and dignity of Service Users as much as possible.
- Managing any incontinence with dignity and respect.
- To report any changes or issues concerning the Service User or the care being provided to the office team.
- Observation of mental alertness and general physical condition.

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- Reading and abiding by the care plan set out by the assessor in the Service User's guide.
- Supporting and understanding each individual Service User's needs, including their communication, sensory and support needs where applicable.
- To report back any areas of risk, not previously identified, to the Manager.
- Maintain confidentiality and commit not to divulge information to third parties unless consent to share information has been given in writing and agreed with the Service Manager.
- To work in accordance with your job description/contract of employment and any policies and guidelines of SweetTree Home Care Services.
- To promote equal opportunities and respect diversity, different cultures and values.
- To work in accordance with the Health and Safety at Work etc. Act 1974.
- To contribute to the overall development of the service and promote a positive image of the Service Users and SweetTree Home Care Services.
- To participate in training courses/seminars held internally and by outside agencies.
- To prepare for, attend and engage in regular supervisions, appraisals and performance reviews, accepting and providing constructive feedback.

PERSON SPECIFICATION

Essential Skills

- An understanding of the needs of adults with neurodevelopmental conditions, learning disabilities and/or complex care needs who may be vulnerable within society.
- Experience of providing care to people living in the community.
- Demonstrate ability to relate professionally and respectfully to people with neurodevelopmental conditions and/or learning disabilities.
- Physically fit and able to undertake safe manual handling practices.
- Good verbal and written communication skills.
- Good telephone manner and good level of spoken English.
- Observant and sensitive to a Service User's needs.
- Ability to liaise with outside agencies and other professionals.
- Ability to work autonomously and productively as part of a team.
- Knowledge of food hygiene, manual handling, health and safety standards and practices.

Desirable Skills

- Current and clean driving licence.
- Experience of providing care to people living in the community.
- Level 2 qualification in Health and Social Care, Care or equivalent.
- Relevant training or qualification in autism, learning disability, neurodevelopmental conditions or complex care would be desirable.



WORKING CONDITIONS

Working hours will vary depending on the Service User's needs and the availability of the carer. This can involve either live-in care or shift work. Terms and conditions of employment are as per your employment contract and staff handbook. Carers are expected to arrive on time for all shifts.

DRESS CODE

A smart casual appearance is required at all times with sensible footwear. Jewellery must be kept to a safe minimum. No trainers or jeans are to be worn. Carers are provided with ID cards which are to be clearly presented during working hours.