

Thank you for your interest in working with us. This job pack contains a copy of the advert as well as the job description and person specification for the role of:-

Role: Care Workers (Older People)

Salary: £9.12 - £9.47 per hour

Location: Edinburgh, Corstorphine, EH12 7HD

Job type: Bank/Part Time

Job Ref: 0078 - BANK

Closing Date: Friday 30th August 2019

Interview Date: Wednesday 4th September 2019

To apply, please forward complete our application form quoting reference 0078 - BANK to jobs@trustha.org.uk or post to Human Resources, Trust Housing Head Office, 12 New Mart Road, Edinburgh EH14 1RL no later than 12 noon on the closing date stated.

Our interview shortlist is determined by how you match up against the skills and experience the role demands and only successful applicants will be contacted again to attend the interview.

May I take this opportunity to thank you for your interest in working with us and wish you every success for the future.

Regards

Sharon Chalmers

Sharon Chalmers
HR Assistant
0131 444 1200

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Trust Housing Association Ltd has an exciting opportunity for **Care at Home Workers** to join our team working within our Sheltered Housing Development based at Kirk Loan, Corstorphine, EH12 7HD. In return for your enthusiasm and commitment as a Care at Home Worker we will offer you: -

- Competitive hourly rate of £9.12 – £9.47
- Clients all based within our sheltered housing development
- Paid training and ongoing development including access to an SVQ Qualification
- Option to pick up extra shifts

What we're looking for in our Care at Home Workers

You will provide support with daily living tasks for older and vulnerable adults in their own homes, operating between the hours of 7am through to 10pm seven days a week. The amount of time you would spend with each customer is dependent on their individual needs.

As one of our Home Carers you'll drop-in on a number of our tenants each day, providing help around the home and providing care needs as based on their individual care plans. The duties required are as follows:-

- **Personal care** – help with getting in and out bed, washing, bathing and dressing.
- **Overseeing medication** –appropriate training will be provided.
- **Housework** – help with tasks and chores around the home, such as laundry, vacuuming or preparing light meals.
- **Medication** - maintain accurate notes and records.

Skills and experience required to become our Care at Home Worker

Previous experience is preferred but not essential as comprehensive training and support will be provided. So if you're friendly, approachable and passionate about helping people who need extra support in their own homes, we'd like to hear from you.

About Trust Housing:

Trust Housing Association is a national housing, support and care provider, offering a range of accommodation and support services. Primarily serving older people in our communities we also provide housing for families and individuals. We have over 2,600 households across the length and breadth of Scotland, from the Highlands and Islands all the way down to the Borders.

Trust is an Investor in People Gold accredited employer, a Leader in Diversity and a great place to work. Trust Housing Association is a Registered Scottish Charity- SC009086



Trust Housing Association Ltd

Job Description



POST:
Care at Home Worker

LOCATION:
Development Based

PURPOSE OF JOB

To assist in the provision of the Care at Home Service, by ensuring customers are provided with the care and support in their own homes. To directly support customers in their homes by providing individual advice together with direct personal and emotional care.

The principal accountabilities are, as part of the team, to ensure that all services are delivered flexibly, innovatively and in a responsible manner. The key tasks are to provide practical assistance to achieve outcomes that relate to maintaining the independence, welfare and dignity of the customers.

MAIN DUTIES & ACTIVITIES

Provide a sensitive, efficient care and support service in line with Trust policies and procedures.

To ensure implementation of the aims and objectives of the Association with particular emphasis on assisting both customers

To maintain the highest standards of care and support for customers.

To ensure customers can maximise their independence, choice and individual rights.

To be aware of and comply with Health and Safety matters at all times.

To implement procedures for dealing with emergencies.

As directed by the Care at Home Manager, liaise with other agencies, the community, social work departments and primary health care services.

Care and Support

To implement individual customers' care and support plans and contribute to ongoing monitoring and review process.

To ensure at all times that care and support practice is non-discriminatory and that customers' personal beliefs and preferences are appropriately acknowledged.



To be aware of, and responsive to, the needs of older people with mental health problems e.g. Dementia.

To work in partnership with the customer to ensure that their care needs are met.

Offer reassurance in relation to assistive technology with the customer's home.

To provide personal care as identified in the individual care plan by, for example:-

Assisting with dressing/undressing.

Assisting with personal hygiene and appearance including bathing and shaving. Where appropriate, to assist tenant to use specialist equipment.

Assist with transfers to/from bed and chair, using specialist equipment where necessary.

Assist/support/supervise where mobility needs are identified.

Contribute to the management of continence (this may include catheter and stoma care).

Enable tenants to eat and drink.

Administration of medicine in accordance with service guidelines.

To maintain written records as required.

Other Duties and Responsibilities

Participate in staff meetings/briefings.

Undertake training and personal development and supervision.

Participate in regular performance meetings with the Care at Home Manager.

To communicate effectively at all times in relation to customers' needs.

To be willing to provide cover for staff absences.

To undertake duties and responsibilities in accordance with the scope of the Care at Home Worker and customers' needs.

EQUALITY, DIVERSITY & INCLUSION



Trust is an Investor in Diversity organisation and as such we seek to promote equality, inclusion and diversity in all that we do.

You will be required to:

- Be aware of and engage with Trust' EDI Strategy and Policies, IID and LID action plans surveys, induction & review sessions and focus groups.
- Contribute to EDI discussions in team meetings and share updates and case studies
- Ensure your EDI training is up to date
- Attend EDI learning and networking events
- Access where relevant, EDI information on Trust's intranet
- Be clear of your responsibilities for EDI as a staff team member and the expected behaviours and values set by Trust
- Challenge any inappropriate behaviour, bullying or harassment and discrimination and report it through the appropriate channels.

REPORTING ARRANGEMENTS

The post holder will report to the Care at Home Manager.

PERSON PROFILE AND SPECIFICATION



| Skills & Abilities | Essential | Desirable |
|--|------------------|------------------|
| Effective communication skills to be able to liaise and negotiate with internal/external colleagues and customers. | ✓ | |
| Previous experience in a care related service | ✓ | |
| Excellent written and verbal communication skills; basic numeracy skills. | ✓ | |
| Ability to deal with challenges in a calm and efficient manner | ✓ | |
| Education, Qualifications, Training & Development | Essential | Desirable |
| SVQ Level 2 or 3 – Health & Social Care | | ✓ |
| Experience in the administration of medication, safer people handling, and any other training relevant to the post. | | ✓ |
| Willingness to undertake appropriate training for the post. | ✓ | |
| Other factors and attributes | Essential | Desirable |
| Satisfactory references and PVG Application | ✓ | |
| Experience of and empathy with issues affecting older people, customers in general. | ✓ | |
| A highly flexible approach and willingness to contribute to the success of the business. | ✓ | |
| Able to demonstrate a clear understanding, personal commitment and positive approach to the values and vision of the Association to deliver an effective and valued service to our customers. | ✓ | |
| Equal Opportunities | Essential | Desirable |
| This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and Codes of Practice. | ✓ | |