

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Home Carer

People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To provide high quality support and care to customers in their own homes to enable them to remain independent and support their wellbeing, rights and choices.

Accountable to:

This role is accountable to the Team Manager.

Responsibilities:

1. Write or update individual care plans, record daily activities and refer any issues of concern to the manager to ensure that the customer receives support and care appropriate to their assessed need. Where appropriate this will include risk assessments, manual handling assessments and use of low level equipment assessments.
2. Visit customers in their homes as scheduled in the daily/weekly programme which support the aims and objectives of individual customers' care plans. Adapt to changes in scheduled programmes to ensure service demand is met.
3. Attend to and encourage customers to maintain individual personal hygiene needs.
4. Help and encourage customers to prepare meals and drinks, where required prepare meals for them.
5. Help and encourage customers to undertake household tasks such as washing, shopping, paying bills etc.
6. Assist customers with taking prescribed medication to ensure they take the correct medicine as directed and in accordance with the Reablement policies and procedures.
7. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, for example infection control, and to comply with the policies and procedures relating to Health and Safety within WNC.
8. Carry out any other duties which fall within the broad scope and purpose of this job description and which are commensurate with the grade of the post.
9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to undertake all training relevant to the role	Essential	A, I
Ability to display empathy, kindness, respect and compassion, and to build relationships with those we support and those around them	Essential	A, I
Ability to manoeuvre customers as required, using differing levels of physical effort	Essential	A, I
Excellent verbal communication skills, even tempered and patient with customers	Essential	A, I
Ability to maintain straightforward, clear and concise records	Essential	A, I
Good planning skills with the ability to cope under pressure, work flexibly and reliably and adaptable with change	Essential	A, I
Ability to lone work	Essential	A, I
Full driving licence and ability to drive to customers (this could be up to 20,000 miles per year)	Essential	A, I, D
Ability to work flexible hours e.g. evenings, weekends, bank holidays to meet the needs of the service and its customers	Essential	A, I
Awareness of sensitivity and discretion in all verbal and written information (GDPR, Data Protection)	Desirable	A, I

Knowledge:	Essential / Desirable	Measured by
Knowledge of basic Health, Safety and Hygiene standards	Essential	A, I
Sound understanding of good care principles	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Proven experience of health or care work	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Ability to complete NVQ Level 2 in Care within 2 years	Essential	A, I
NVQ/QCF Level 2 in Social Care or equivalent qualification	Desirable	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include: Enhanced Disclosure and Barring Service check

Day-to-day in the role:

Hours:		Primary work base:	
Job family band:	Care and Welfare Band 02	Worker type:	Fixed
Salary range:		Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

Regular manual handling is involved in this job role and you will be required to lone work.

This job role requires flexibility to meet the service needs, working on a rotating shift pattern, including weekend working.

We are open to discussions about flexible working.

You will be required to drive within the course of your duties.

This role has been identified as a 'fixed worker' type, this means that you will work from a specific location.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

