



Care Support

The Care Support role is an integral part of the Care Management team. It is expected that the individual holding the role will seek to progress to a management role within an agreed timeframe.

Inchwater Home Care is a small but growing company. As such, office-based staff are expected to be flexible in their approach towards their role and understand that other tasks may take priority over their primary duties on occasion.

The Care Support is expected to perform a variety of duties in the completion of service for the company:

1. The Care Support is expected to assist and support Caregivers to provide the highest quality service to clients.

The primary role of the Care Support is to ensure all staff are supported in their role(s) and feel valued for the work they do. This means the Care Support will need to arrange team and individual meetings and/or activities to foster the development of a team spirit.

Within this, should be a sense of 'mentorship' where the Care Support seeks to understand the needs of individual Caregivers to anticipate future difficulties where possible. In doing so, the Care Support will need to establish a positive working relationship with Caregivers that allows a free exchange of views.

2. The Care Support is expected to support the activities of the Care Management team.

The Care Support will liaise closely with Care Management to ensure they have all relevant information required to effectively discharge their duties. This means attending Management Meetings and arranging/attending individual meetings with members of the team as required.

The Care Support will undertake duties at hours that support their role. This means some evening and weekend work will be necessary in order to meet their role requirements. The Care Support will take on-call duties on a regular basis, discharging the duties fully.

The Care Support should understand CQC requirements at an early stage, in order to assume a role in ensuring compliance by all members of staff. Where failings are identified, The Care Support should report these directly to the Care Manager.

3. The Care Support is expected to support the activities of the Office Administration team.

The Care Support will liaise closely with Office Administration to ensure they have all relevant information required to effectively discharge their duties. This means attending Management Meetings and arranging/attending individual meetings with members of the team as required.

The Care Support should understand the policies and procedures of the company at an early stage (including becoming conversant in company employment practices), in order to assume a role in ensuring compliance with the requirements and duties of care the Caregiver works to.



Primary

- Promote, develop and maintain positive relationships with caregivers through visits, phone calls, cards and special events.
- Liaise with Senior Management Team to identify areas of need (support, training, working practice etc).
- Conduct follow-up activities as necessary, reporting any serious issues to the Senior Management Team.
- Maintain accurate Caregiver records on Inchwater Home Care Software
- Ensure that Caregivers comply with all Policies, Procedures, agreed ways of working and best practice (including statutory and regulatory requirements). Engage with Caregivers to assist compliance where failings have been identified.
- Be fully conversant with CQC assessment framework and alert Care Manager to any issues that may cause concern.
- Prepare and update Caregiver office files on manual and IT systems in an accurate and timely manner.
- Assist with coordinating Caregiver schedules when required.
- Take the on-call duties when required and discharge all duties thoroughly.
- Resolve any issues identified through the auditing of Client Activity Logs and alerting Care Manager to concerns.
- Conduct client/Caregiver introductions. Caregivers to be briefed on Client Journal
- Shadow and spot check Caregivers to maintain service at a high standard
- Participate in team meetings
- Maintain confidentiality at all times for all Inchwater Home Care information, including client, Caregiver & office data
- Participate in quarterly Caregiver meetings

Secondary

- Identify and report to Care Manager, areas of recruitment need
- Contribute to the recruitment of Caregivers
- Answer each incoming call in a friendly, professional and knowledgeable manner
- Process and mail initial service enquiry letter/brochure
- Distribute leaflets and promote Inchwater Home Care as and when appropriate
- Attend Meetings/Road shows and other networking events as and when required to do so
- Update Client Journals as necessary, read and sign activity log sheets alerting Care Manager to any issues that may cause concern
- Participate in on-call services as required