



Care and Support Worker

Job Description and Person
Specification

March 2026

The Wrekin
Housing Group

Key Objectives:

- To provide an excellent customer focused service.
- To follow the person's care and support plan, informing care coordinators of any change in need.
- To complete any records required relating to the care and support service delivered.
- To report to a more senior manager or the care coordinator any concerns, near misses, untoward incidents or potential safeguarding incidents.
- To report to a more senior manager any concerns, questions, compliments or complaints raised by residents, carers, relatives or significant others.
- To assist with any of the following activities in accordance with the persons care and support plan:
 - Personal care, including skin care, bathing, shaving, oral care, assistance to access and use toilet facilities, dressing, hair care and support with eating and drinking.
 - To enable mobility, including moving and handling transfers, pushing wheelchairs, using specialist moving and handling equipment such as hoists and stand aids where identified.
 - To assist with nutrition and diet if identified in the persons care and support plan. Including but not limited to menu planning and preparing, serving and storing food and drink.
 - To help with medications as prescribed by the G.P or consultants and in line with policy and procedure.
 - To carry out day to day household tasks e.g. changing beds, laundry, ironing, shopping and escorting people to appointments and on trips out
 - To provide support with day-to-day financial activity if identified in the persons care and support plan.
 - To provide a companion service and/or support during social, education and leisure activities.
- To comply with the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England.
- To ensure service delivery is compliant with the standards expected of the Care Quality Commission.
- Use and promote effective communication and interpersonal skills.
- To liaise with service users' families, carers and with other professionals as and when required.
- To develop and maintain knowledge and skills for care competency by completing the mandatory induction training, attending all identified training courses.
- To follow a personal development plan for ongoing and additional training with the

ability to undertake recognised qualifications in care.

- To attend and contribute to staff meetings and supervision sessions with managers.
- To cover shifts in emergencies

General Responsibilities:

- To ensure that the values of the organisation are displayed throughout all work activities.
- To take personal responsibility for your health and safety and that of others in a manner that is consistent with the Health and Safety Policy.
- To adhere to and contribute to the Quality Assurance Framework
- To follow all relevant policies and procedures
- To carry out any other duties commensurate to this post, as necessary or as requested.

Other Responsibilities:

- To work on a rota basis, weekends and bank holidays as required. To be willing to cover sometimes at short notice
- **Night Staff:** Additional duties will include but is not limited to; scheme cleaning and low-level administrative duties
- To provide care and support services to people living in their own homes, which respects the persons privacy dignity and choice and focuses on enabling the person to remain independent and active for as long as possible.
- To provide high standard services that support and assist people to achieve maximum independence by meeting daily living and personal requirements as set in the person individual care and support plan, taking into consideration the persons preferences and cultural context.
- To work with other members of the team to provide a high quality and cost-effective service which demonstrates value for money.
- This post does require the post-holder to carry out duties of a physical nature other than light lifting. These could include one or more of the following:
- Manual Work i.e.: the moving of people using appropriate support aids may at times be required.
- The post has been assessed as requiring an enhanced (DBS) Disclosure and Barring Check.
- Travel may be required to other sites to accommodate the business needs
- Care and support staff will be working in peoples own homes with minimal supervision, the lone working procedure will apply.
- Care and support staff will be expected to work across a designated locality, with cover in other areas to meet the needs of the business.

Person Specification

Qualifications:

- Commitment to undertake further training, i.e. NVQ level2
- Excellent communication skills
- Driving Licence and Car – desirable

Knowledge, Skills and Experience:

- A good understanding of the needs of older people
- An understanding of health and safety relating to carrying out personal care
- Understanding of caring for older people with dementia/mental health problems
- Ability to prioritise and organise
- Ability to work without direct supervision
- Ability to stay calm in emergency situations
- Caring experience either in a professional or personal capacity
- Ability to undertake a patient approach with work issues
- A commitment to safe working practice
- Values diversity and shows commitment to equal opportunities
- Treats colleagues with an equal sense of professionalism and respect
- Takes ownership of tasks
- Works well with others
- Understanding of customer focus
- Empathetic
- Ability to maintain confidentiality
- Ability to communicate verbally and in writing
- DBS check is required for all care posts
- To work a rota pattern that will include unsociable hours including weekends and bank holidays