

**JOB DESCRIPTION**

**CARER**

**DATE AMENDED May 2021**

**AUTHORISED Claire Hudson Cooper**

**DATE FOR REVIEW May 2023**

**Title** -Carer

**Reports to** - Senior Team Nurse

Team Nurse

**Julia’s House Ethos**

We expect all our staff to contribute positively, to work together as one team. All staff should actively demonstrate high standards of working practices and behaviours that uphold the NMC Professional Code of Conduct and the Julia’s House CHILD values. We care, we go the extra mile and we treat people as individuals. We believe in honesty and fairness in all aspects of work with the avoidance of a culture of blame. We listen to understand, seek information that will help us continually improve and we strive for excellence in everything we do. If you’re unsure ALWAYS ask for help. Julia’s House is committed to encouraging equality and diversity among our workforce and our aim is for our workforce to be truly representative of all sections of society, and for each employee to feel respected and able to give their best.

**Overall Objectives:**

* As part of the Care Team, working in line with Julia’s House policies and procedures, provide family centred respite care both in the Hospice and Community for children who have life limiting and life threatening conditions.
* Work effectively as a Carer within the care structure of Julia’s House.
* Role model Julia’s House Values and Behaviours at all times.

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| **Area of Responsibility** | **Key Tasks** |
| **Care** | Ensure that there is always an approach to care that is holistic and family-orientated.  Maintain professional boundaries with children and their families at all times.  Undertake community and hospice respite as part of a team of nurses and carers, delivering appropriate care in line with the child’s care plan. Community visits can require lone working unless the complex needs of a child necessitate support from an additional nurse or carer.  In conjunction with the Nursing team, Senior Carers and FSS, participate in the delivery of the Virtual Hospice. Provide safe virtual support for families, utilising feedback and family’s requests.  Act as a role model within the care team, demonstrating a high level of clinical competence and confidence delivering care.  Identify and acknowledge the need for escalation to a qualified nurse or line manager where there is any deviation from the care plan, where any concerns are noted and in any circumstances that go beyond the individual competence of a carer. Contact the nurse on-call immediately if any support or guidance is needed whilst working in the community.  Take an active part in providing play and activities for children during respite sessions in the Hospice and Community; working in line with play plans and guidance from the Playmaker Consultant and Playmakers.  Report safeguarding concerns in a timely manner, liaising with the Julia’s House safeguarding team and child/young person’s named nurse in line with the Julia’s House Safeguarding Policy.  Ensure, all documentation linked to the provision of care, including individual care plans, is accurate and up to date, reviewing paperwork at each care episode, alerting named nurse of any concerns.  Maintain accurate records and ensure confidentiality is respected and protected at all times.  When assessed as competent, follow all agreed procedures and statutory regulations related to the custody and administration of drugs.  Work on a rota basis covering a 24 hour period, 7 days a week, in accordance with the needs of the service.  Demonstrate a willingness to problem solve and offer solutions within the team of carers.  Attend and participate in carer meetings on a regular basis. |
| **Training and Development** | Review and address own training needs on a regular basis to ensure statutory requirements, competencies and working practices are kept up to date.  Demonstrate a commitment to the ethos of lifelong learning within the care team.  Where appropriate support other care team members, by sharing knowledge and demonstrating professional behaviours.  With the support of a line manager review performance, objectives and development needs on a regular basis, actively participating in 1:1’s and annual appraisals to assist in personal development.  Participate in learning opportunities across different Julia’s House teams. |
| **Communication** | Attend and actively participate in meetings across both counties ensuring relevant information is shared and acted upon appropriately.  Demonstrate professional attitude and behaviours within meetings, contributing positively to the cohesion and well-being of the Julia’s House Care team.  Work cohesively with all departments within Julia’s House, including Fundraising, HR and Communications.  Ensure that child/young person, family and external feedback is relayed promptly to line managers or an appropriate senior member of staff. |
| **Quality Assurance and appropriate regulatory bodies** | Ensure that any complaints are reported in accordance with the Julia’s House Complaints procedure.  Ensure that all Julia’s House policies and procedures are understood and adhered to at all times.  Work within regulations and guidelines to maintain a professional and safe standard of care to all service users.  Take a participatory role and support change within the service. |
| **Health & Safety** | Ensure that Julia’s House Health and Safety guidelines are adhered to at all times.  Under line management guidance, regularly update and maintain own knowledge of safety rules, fire drills, and internal security and accident procedures and adhere to these at all times.  In line with infection control guidance, participate in clinical cleaning practices within the Hospice buildings.  Ensure access during all working hours to a vehicle that is insured for business, has a current Road Fund License, MOT certificate where relevant, and is regularly maintained in a road-worthy condition and in accordance with the manufacturer’s guidelines. |
| **Commitment to Julia’s House Team** | Represent positively the work of Julia’s House. Act as an ambassador and support events for fundraising as appropriate.  Demonstrate the appropriate use of resources within Julia’s House, meeting the needs of the children and their families but maintaining a cost conscious approach to the use of charitable funds.  Contribute positively to good teamwork and actively demonstrate working practices and behaviours that uphold the Julia’s House **CHILD** values:  **C**ompassion and caring  *We care, we go the extra mile and we treat people as individuals.*  **H**onesty and integrity  *We believe in honesty and fairness. We make balanced, long- term decisions.*  **I**t’s up to all of us  *We work together as one team. Everyone is responsible for great teamwork and standards.*  **L**isten and learn  *We listen to understand. We seek information that will help us continually improve.*  **D**etermined to excel  *We strive for excellence in everything we do.*  Act as an ambassador for Julia’s House and support events for fundraising as appropriate. |

This job description provides the main requirements of the post but is not exclusive.  The Board of Julia’s House Trustees reserves the right, after due consideration, to indicate a requirement to develop the services where appropriate.

This post will be evaluated and the post holder appraised at regular intervals, when objectives will be set and monitored.