

Rapid Support Worker

- Location:** This post will require working across and travelling between multiple customers across the borough of Stockton on Tees and is therefore essential car user.
- Hours:** You must be available to cover a 3-week rolling rota covering 07:00x12:00 and 18:00x23:00 Monday to Sunday
- Responsible to:** Registered Manager
- Salary Scale:** £9.25 hourly rate (£9.40 for weekend work and £13.87 for bank holidays) plus travel time and 45p per mile mileage rate
- Job Purpose:** To provide support and assistance to the Care Coordinators and Out of Hours Care Supervisors, covering care calls during periods of planned and unplanned absence and assisting with Rapid/Hospital Discharge care packages.
- Contract Period:** 20 hour contract (additional hours outside of the rota will be available)

Duties & Responsibilities

- To be flexible and respond at short notice to emergencies, planned or unplanned absence such as sickness and annual leave to ensure the safe delivery of care to service users
- To be flexible and respond to Rapid/Hospital Discharge referrals providing high standard of care and ensure the completion of a rapid care plan and risk assessment
- To support the Office Team with the creation, updating, reviewing and maintenance of care plans and supporting documents to ensure individual needs are met
- To work in partnership with other professionals, customers and their families to enable the customer to remain in their own home and attend review meetings as required, to ensure assessed needs of customers are understood
- Being responsible for the safe delivery of the service in line with legislative requirements and company policy and procedures
- Undertake assessments for any customer starting the service during out of hours
- To be on standby on a rotary basis to go out and cover care calls on an emergency basis

Care & Support

- Assist customers within their home to meet their required needs. This may involve helping the customer to wash and dress, prepare meals and administer medication
- Duties may also include helping customers with their shopping or getting in and out of bed
- Provide an enhanced service that promotes interaction and strives to seek further wellbeing

opportunities for the customer

- Ability to liaise with other professionals and remain calm under pressure in the event of alerting emergency services
- To ensure that all customers receive a consistently high quality level of service, appropriate with the standards required by Five Lamps
- Promote the rights of each customer and keep their wishes at the centre of their care and support
- Liaise with family members and other care professionals as required to resolve customer issues

Other

- Participate in supervision sessions with the Registered Manager as required
- To support the Registered Manager and Care Coordinator in CQC inspections
- To follow all relevant statutory policy, codes of practice and procedure guidelines associated with the delivery of the service
- To take reasonable care of your own health and safety and cooperate with the Care Coordinator and Registered Manager, so far as necessary, to enable compliance with health and safety rules and legislative requirements
- To implement Five Lamps' Equal Opportunities policy at all times
- Undertake training and development to keep up to date with the law, best practice and changes in company policy. Apply this knowledge to day to day delivery of care
- To act as a brand ambassador for the organisation at all times whilst in uniform
- Be prepared to work flexibly to ensure the safe delivery of the service
- Apply excellent communication skills with customers, their families and representatives, staff and other health and social care professionals to deliver high quality homecare services
- Keep all information about staff, customers and their families secure and confidential
- Promote the business
- Represent the service in a positive manner
- Participate in the growth and development of the business
- Provide feedback and influence the future of the business
- To undertake any other duties and responsibilities as may be reasonably required within the scope of the post. We will provide full training in line with regulatory requirement