



Role Specification: Bright Carer

Line Management

A Bright Carer reports to their designated Care Manager and the Registered Branch Manager.

Position Summary

- To support elderly people to live out their later years with dignity, security, purpose and companionship, in the comfort of their own homes.
- To be committed to the wellbeing, welfare and safety of our clients and their families.
- To be aligned with the company's values and act as an ambassador to set outstanding examples of professionalism.

Responsibilities

In Home Care

1. Provide a quality in-home care service to older people who require assistance with their activities of daily living.
2. Be committed to the relationships formed with clients and their families and dedicated to working with the client to achieve their chosen outcomes.
3. Meet the physical demands involved in providing care.
4. Responsible for the care of specifically-assigned clients by providing a positive care experience.
5. Empower clients to have the confidence and motivation to increase their independence.
6. Ensure the privacy and confidentiality of all client affairs and always be professional and respectful of a client's personal property and home.
7. Encourage individuality and ensure that each client's needs and values are respected in matters relating to diversity.
8. Have a flexible approach and be able to respond to a client's needs, choices, and support them through their journey with Bright Care.
9. Ensure the wellbeing of clients by responding effectively to emergencies.
10. Maintain professional boundaries between yourself, clients and their families at all times.
11. Attend all visits at the designated times as per your agreed schedule and fulfil the care in accordance with the

client-specific care plan documentation.

12. Communicate all schedule changes, concerns, and any other pertinent care related issues directly to the designated Care Manager or to the Registered Branch Manager.
13. Undertake only those duties that you have been trained for and avoid placing you, or a client's health, at risk.
14. Responsible for recording all elements of the care visit, together with any other pertinent information in the client communication records and MAR charts as required.
15. Inform your Care Manager when you are unable to attend visits on time or fulfil the requirements of the care plan documentation.
16. Report all accidents and incidents immediately to your Care Manager and complete reports as requested by the company.
17. Participate in the client review process and revision of the care plan documentation as requested by the company.
18. Attend introductory meetings with clients and families and be actively involved in inducting new Bright Carers.
19. The range of functions that Bright Carers can expect to support clients with, can include:
 - Providing warm-hearted companionship at every care visit.
 - Assisting with personal care – continence management, bathing, washing, and dressing.
 - Moving and assisting, including safe use of transfer aids.
 - Prompting or administering medication.
 - Encouraging good diet, meal planning and preparing/making meals.
 - Shopping and errands.
 - Accompanying clients on outings and assisting with participation in social activities.
 - Assisting with exercises/physiotherapy.
 - Household duties are expected including laundry, ironing, cleaning, vacuuming, mopping, dusting and bed making.
 - Managing a client's money and making purchases as agreed according to client care plan documentation.

Record Keeping

1. Responsible for accurate, legible and detailed record keeping in a client's home at every care visit.
2. Documenting reports and providing statements as requested by the company.
3. Maintaining accurate records of all mileage incurred in the fulfilment of duties, together with any additional expenses incurred.
4. Accurate expenses forms are to be submitted in a timely manner adhering to set deadlines.
5. All care plan documentation and client in-home records are to be read and understood prior to providing care.
6. Be familiar with all company policies and adhere to the procedures as detailed, and pertaining to your activities.

7. Assist in the creation and revision of care plan documentation.

Communication and Participation

1. Communicate all care-related issues directly to your designated Care Manager or the Registered Branch Manager in a timely manner.
2. Comply with the company's reporting procedures as dictated by company policies.
3. As directed by the Care Manager, participate in care planning reviews and development by attending scheduled meetings, providing verbal or written reports and sharing information as requested.
4. Engage with colleagues, managers and the company in a positive manner and openly give feedback and participate in shaping Bright Care's future development plans.
5. All communications, whether verbal, visual or written, for internal or external use, must be conducted in a professional tone and context and according to any applicable and existing company policies and standards.
6. Participate in supervision sessions by measuring your performance, reflecting on your practices and continuously seeking to improve and enhance the quality of our service and your working practice.

Relationships

1. Actively develop and maintain meaningful long-term relationships with clients and their families.
2. Develop a professional relationship with your designated Care Manager and Registered Branch Manager.
3. Bright Carers must support their colleagues and work unitedly as a team to ensure our clients are in receipt of the agreed care required.
4. Be committed to working with Bright Care and adding value to our services.

Uniform and Presentation

1. Bright Carers are the public face of the company and therefore must always be presentable and identifiable. Company uniform and dress code must be adhered, unless otherwise directed by management at the specific request of a particular client.
2. Responsible for ensuring uniforms are washed, ironed and kept clean; take pride in your presentation and general personal hygiene and appearance.

Training and Development

1. Be an active participant in our Training Academy, undertaking a full induction programme providing you with the skills and competencies to meet a client's needs and understand your role and responsibilities.
2. Be proactive in the advancement of your training and skills by seeking opportunities for participating in additional training courses.
3. Attend meetings and mandatory training as requested by the company.

Technology

1. Responsible for undertaking e-learning training as part of the Training Academy.

2. Use and means of accessing our software applications to respond to schedules and access client information.
3. Use and means of communicating electronically by email and via our software applications.
4. Must have own mobile phone.

Person Profile

Qualifications

1. Meet induction standards as set by Bright Care's Training Academy.
2. Have, or be willing to work towards, SCQF qualifications or equivalent.
3. Willingness to undertake job-related training as required by the company.
4. Register with SSSC relevant to the role.
5. Possess or obtain PVG Scheme Membership in relation to working with vulnerable adults.

Experience

Although no formal experience is required, it is preferred that Bright Carers have either professional or personal experience of caring for an individual.

Skills and Attributes

1. Eagerness to strive to perform the role with confidence, concern, commitment, cheerfulness, care and professionalism. Perform every responsibility with honour, and mindfulness of a client's dignity.
2. Excellent communication skills to engage with clients, colleagues and other professionals.
3. The belief that in-home care is achievable for all clients and be committed to supporting clients through this journey as their needs change.
4. A commitment to working in partnership with clients, families, colleagues and the company.
5. The ability to document clear and concise records appropriately and professionally, while understanding the constraints of confidentiality.
6. Be able to act responsibly and work on own initiative and as part of a team.
7. Ability to work under pressure and respond effectively to crisis situations.
8. Be self-motivated and proactive.
9. Foster and encourage growth in yourself and others.
10. Build value in our service to others.
11. Ability to adapt to change and work in a flexible manner when required.
12. Excellent planning and organisational skills.

Core Values

Bright Care has six core values which we expect every Bright Carer to uphold and be aligned with:

- **We have honest conversations.** Through embracing transparency, openness and straightforwardness, we pursue truthfulness with each other.

- **We are learners.** We realise that we're not finished products and are eager to grow and better ourselves. Humility lies at the heart of this.
- **We give freely.** Generosity comes in all shapes and sizes, and whether it be time, resources, or expertise, we give, share and pay things forward as one family.
- **We are interdependent.** We live our lives alongside each other and work unitedly, bringing our best everyday, in the knowledge that our colleagues have our back.
- **We are self-aware.** We know our strengths and blind spots and reflect on our own processes to evaluate, build character, and make good decisions.
- **We seek long-term relationships.** Loyalty is important to us; as are great endings. Join us once and begin the journey.

I hereby acknowledge and accept the Role Specification of a Bright Carer as outlined above

Name (please print)

Signature

Date

Signature for and on behalf of Bright Care at Home Ltd

Date