

Job Description

Care Worker

Reference: C013

Date: April 2026

Job Family: Care / Adults Direct Care

Level: 1

Band: 4

Career Track: Operational

Job Purpose

To provide high-quality, person-centred care and support to individuals across Adult Social Care Provider Services, promoting independence, dignity and wellbeing. The role contributes to the safe and effective delivery of services by responding to individual needs, supporting daily living activities, and working collaboratively with colleagues, families and professionals to achieve positive outcomes for people using services.

Service Purpose

Adult Social Care Provider Services delivers high-quality, person-centred care and support to adults with a range of needs across community and residential settings. The service promotes independence, wellbeing and safeguarding, ensuring statutory responsibilities are met. It works collaboratively with health, social care and community partners to deliver integrated, sustainable services and improved outcomes for residents.

Duties and Responsibilities

Person-Centred Care & Independence

- Enable and promote the independence, dignity and wellbeing of service users, providing physical, personal and emotional care in line with individual care plans and risk assessments.
- Support service users to achieve their maximum potential within a safe, hygienic and supportive environment, minimising unnecessary intervention.

Care Planning & Key Working

- Assess and prioritise service user needs in collaboration with senior staff and contribute to the development, review and evaluation of effective, person-centred care plans.
- Act as a link worker for nominated service users, ensuring continuity of care and effective communication regarding their circumstances.

Practical & Personal Support

- Provide practical support including personal care, moving and handling, and the preparation and serving of meals and refreshments in line with service plans.

Medication & Clinical Support

- Administer medication safely and accurately in accordance with prescribed instructions, service procedures and relevant policies.

Communication & Partnership Working

- Communicate effectively with service users, colleagues, families and other stakeholders, ensuring relevant parties are kept informed and concerns are escalated promptly.
- Work collaboratively as part of a team to deliver agreed care outcomes and maintain service quality standards.

Record Keeping & Information Management

- Maintain accurate, timely and confidential written records in line with service requirements, policies and procedures.

Health, Safety & Emergency Response

- Respond appropriately to contingencies and emergency situations, following agreed procedures to safeguard service users and others
- Maintain awareness of health and safety responsibilities, including safe use of equipment and care of service users' belongings.

Compliance & Professional Standards

- Work within relevant legislation, CQC and national standards, codes of conduct, and Northumberland County Council policies and procedures.

Training & Professional Development

- Participate in team meetings, training, supervision and appraisal activities to maintain and improve personal performance and service delivery.

Transport & Flexibility

- Where required, drive service vehicles or transport service users in accordance with service needs and role requirements.
- Undertake other duties appropriate to the nature, level and grade of the post

Person Specification**Professional and Technical Requirements****Qualifications**

- Functional Skills Level 2 in literacy and numeracy.
- Level 2 qualification in Care (or willingness to work towards; learner grade applicable until achieved).

Knowledge, Skills and Experience

- Knowledge of relevant legislation, policies, procedures, CQC standards and codes of conduct applicable to care services.
- Experience of working in a caring role, with an understanding of the needs of a relevant client group.
- Experience of working to individual service user plans, risk assessments, and moving and handling plans.
- Ability to form and maintain appropriate professional relationships with service users.

- Ability to work safely and accurately when providing personal care, including moving, transferring and handling service users.
- Competence in maintaining accurate, clear and confidential written records, including simple case notes.
- Ability to meet the physical, mental and emotional demands of the role, including working with individuals whose behaviour may challenge the service.
- Ability to meet the transport requirements of the post, including driving service vehicles where required.

Core Competency Requirements

- **Communication:** Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.
- **Collaboration:** Works with others to complete tasks and support service delivery.
- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.
- **Decision-Making:** Makes decisions using guidance and procedures.
- **Digital & Data Literacy:** Uses standard digital tools to complete work, following guidance on data protection and digital safety.
- **Adaptability:** Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving:** Resolves issues using known solutions.
- **Community & Customer Focus:** Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience.
- **Leadership:** Supports colleagues and takes responsibility for own work.

Strengths

Disciplined: You are someone who works accurately and consistently within procedures, policies, and statutory guidelines, ensuring that records, assessments, and care plans meet required standards.

Emotionally Intelligent: You draw insight from your own emotions and those of others to show empathy.

Resilient: You have inner composure, recover quickly from setbacks and learn from them.

Precise: You concentrate on detail and make sure everything is accurate and error free.

Responsible: You take ownership for your decisions. You hold yourself accountable for what you have promised.

Desirable

- Level 3 qualification in Care or equivalent qualification.
- MIDAS or equivalent driving qualification where driving duties are required.
- Previous training in physical intervention or restraint techniques.