



***Providing professional and caring support to individuals and families throughout County Clare***

*With over 50 years of service to the people of Clare; Clarecare is a professional social enterprise organisation with charitable status, providing a range of people centred social services to individuals and families in County Clare. Current services provided include Family Support, Services for Older People, Child & Adolescent Counselling and Bushypark Residential Addiction Treatment Centre. Clarecare's headquarters are based in Ennis with local offices in Shannon, Kilrush, Bushypark, Killaloe and Ennistymon. Further information is available on [www.clarecare.ie](http://www.clarecare.ie) [www.bushypark.ie](http://www.bushypark.ie)*

### **JOB DESCRIPTION**

**TITLE:** **Home Support Worker**  
**(Subject to funding and successful completion of probation)**

#### **DESCRIPTION OF ROLE:**

We require a ***caring, kind and considerate*** person who will support Clarecare in delivering a dedicated person centred community-based **Home Support Service\*** to people who are experiencing difficulties, thereby facilitating them to remain at home within their community. \*Home Support refers to personal care and practical personal assistance with a wide range of Instrumental Activities of Daily Living (IADL's) that can help a person live at home if they are ill, frail or disabled. It includes all forms of enabling personal care and [other] practical personal assistance provided [to] [for] an individual who by reason of illness, frailty or disability is in need of such care and personal assistance.

**ROLE:** To provide practical Home Support (IADL's) on behalf of Clarecare's Home Support Service to service users to enable service users live at home in a safe secure and comfortable way.

**OBJECTIVE:** The objective of this role is to deliver a safe, effective & efficient Home Support service in line with required practice standards, to support older people (with assessed support needs) and where relevant, their specified person(s) (e.g. family, friends who provide care) so as to enable the service user to be as independent as possible in their own home, for as long as possible. The successful candidate will work as part of the team in Clarecare and liaise regularly with same. Flexibility and willingness to travel is essential. You may be required to work outside of normal hours if necessary. Training and supervision (including shadowing where relevant) will be provided to the successful candidate.

**JOB RELATIONS:** The Home Support Worker, will report to the Home Support Area Manager in the relevant geographical area and work as part of a wider Home Support Service team in Clarecare. Home Support Area Managers report into the Home Support Service Manager within Clarecare who has overall responsibility for Clarecare's Home Support Service. S/he will link with other relevant Departments/Services within Clarecare as relevant and also liaise with (PHN) Public Health Nurses and other Health Support Professionals, where relevant, as part of the role.

**HOURS OF WORK:** This is a part-time permanent role (subject to receipt of continued funding from HSE as Service Provider and successful completion of 12 months probationary period). Due to the nature of Home Support Services for Older People in the Community and HSE's Service Provider terms of business (i.e. HSE as Service Provider offers hours for service users to Clarecare and other similar Home Support Agencies); we are unable to ascertain at any

given time, the volume of business being offered/provided by HSE as Service Provider and therefore, are unable to offer regular work hours to the Home Support Worker.

However, as per The Employment (Miscellaneous Provisions) Act 2018, at the end of an initial 12 months continuous service (probationary period) with Clarecare, Home Support Workers may apply to be placed on a fixed band of hours that include the average hours worked by them in the previous 12 months period.

A Home Support Worker's normal hours of work will be as outlined on the Personal Support Plan Assignment roster relevant to each Service User and hours of work provided are solely based on service user needs assessment. Amendments to assigned work hours/duties can only be made/approved by the Home Support Area Manager or designate. The Service reserves the right to alter these working hours/assigned duties from time to time based on the needs of the Service User.

**JOB LOCATION:** The position offered is based in the community providing Home Support services to vulnerable service users in the community. The successful candidate will be required to travel as part of their daily role and may be requested from time to time, to travel to other Clarecare centre locations in the course of his/her work as and when required e.g. for training purposes, etc. Therefore, a full clean current driver's licence, use of own vehicle for work purposes, and willingness to indemnify Clarecare re using your car for business purposes is essential for this role.

**Annual Leave:** The annual leave associated with the post is calculated as 8% annual leave entitlement based on the hours worked. Public Holidays entitlement applies where relevant.

| <b>RESPONSIBILITIES OF THE POSITION:</b>  |
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| <b>General Responsibilities:</b>  |
| <ul style="list-style-type: none"> <li>To report to the Home Support Area Manager in your area or designate.</li> </ul>   |
| <ul style="list-style-type: none"> <li>To adhere to Clarecare required standards of practice including policies and procedures in relation to all work as a Home Support Worker with Clarecare.</li> </ul>  |
| <ul style="list-style-type: none"> <li>To adhere to Safeguarding Vulnerable Persons at risk policy and Procedure.</li> </ul>  |
| <ul style="list-style-type: none"> <li>To adhere to safe procedures when manual handling and in the movement and handling of service users including hoist use.</li> </ul>  |
| <ul style="list-style-type: none"> <li>To adhere to guidelines on Infection Prevention &amp; Control.</li> </ul>  |
| <ul style="list-style-type: none"> <li>The dignity, privacy, confidentiality and autonomy of the service user shall be respected at all times by the Home Support Worker/ staff member.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc and comply with associated Clarecare/HSE protocols for implementing and maintaining these standards as appropriate to the role.</li> </ul> |
| <ul style="list-style-type: none"> <li>To maintain records in accordance with Clarecare standards in order to ensure that excellent record keeping practices are in place.</li> </ul>   |
| <ul style="list-style-type: none"> <li>To maintain the principles of confidentiality in all areas of work.</li> </ul>   |
| <ul style="list-style-type: none"> <li>To complete records as required by the Home Support Service Manager or designate and support the work of the Home Support Service within Clarecare</li> </ul>  |
| <ul style="list-style-type: none"> <li>To attend supervision sessions with the Home Support Area Manager or designate e.g. Probation Meetings, National Carers Competency Assessment reviews, other meetings as deemed relevant.</li> </ul>   |
| <ul style="list-style-type: none"> <li>To maintain professional boundaries in all work with colleagues, peers, external parties, etc.</li> </ul>  |
| <ul style="list-style-type: none"> <li>To perform such other duties appropriate to the office as may be assigned to you by the Home Support Area Manager or designate.</li> </ul>   |
| <ul style="list-style-type: none"> <li>To participate in mandatory training &amp; assessment including induction training and National Carer Competency Assessments (NCCA). NCCA's will be carried out as a new employee and on a yearly basis thereafter, to ensure that Home Support Workers have the required and necessary skills to deliver care.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Be caring, reliable, trustworthy, and deliver kindness, consideration and respect to all.</li> </ul>   |
| <ul style="list-style-type: none"> <li>A keen interest in providing high standards of care provision to elderly service users in a community setting.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Self-motivated with a professional attitude working on his/her own initiative.</li> </ul>  |
| <ul style="list-style-type: none"> <li>By its nature Home Support requires Home Support Workers to travel from house to house in the community. S/he must therefore have the ability to do this, either by public transport (where relevant) or by their own means (access to own transport).</li> </ul>  |
| <ul style="list-style-type: none"> <li>Must have strong interpersonal and communication skills. Demonstrated ability to communicate effectively in English Language is essential, to include both written and verbal language skills. All staff must be</li> </ul>  |

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| <p>competent to communicate effectively with service users and communicate in a respectful and appropriate manner.</p>   |
| <p><b>Specific Responsibilities:</b> *This role may involve some or all of the following. This is not intended as a complete list and is supplied for information only</p>   |
| <ul style="list-style-type: none"> <li>The Home Support Worker will be briefed before undertaking any assignment on the specific IADL's involved but in every case it is incumbent upon the Home Support Worker to carry out the work in a safe and professional way and must abide by and adhere to the specific instructions as well as the full terms contained in policies and procedures of Clarecare e.g. "Code of Conduct for Carer's" and Clarecare's "Code of Conduct Policy including Staff Gifts, Tips, Loans and Will Bequests" and HSE's Policy on "Safeguarding Vulnerable Persons at Risk Of Abuse", Dec 2014 and HSE Policy on "Safeguarding Children", Children First Act 2015 and any other relevant policies &amp; procedures.</li> </ul>   |
| <ul style="list-style-type: none"> <li>In order to carry out the role successfully, the Home Support Worker must be aware of the needs and requirements of the service user and must communicate successfully not only with the service user but also with other stakeholders such as specified persons (i.e. next of kin, family members), and other healthcare professionals e.g. PHN's.</li> </ul>  |
| <ul style="list-style-type: none"> <li>The Home Support Worker has a responsibility to alert the Home Support Area Manager or designate as a matter of urgency about any changes or causes for concern in the service user's condition.</li> </ul>   |
| <ul style="list-style-type: none"> <li>To report any accidents/incidents immediately to your Home Support Area Manager that may occur while providing care to the service user in their own home.</li> </ul>   |
| <ul style="list-style-type: none"> <li>➤ Assist service users with Instrumental Activities of Daily Living (IADLs): <ul style="list-style-type: none"> <li>physical assistance with mobility, personal hygiene, dressing, nutrition, hydration and toileting or prompting or supervising such activities where a person is unable to perform them effectively without such prompting or supervision.</li> <li>prompting and supervising the taking of medication.</li> <li>assistance with IADL's where outside assistance is necessary to enable a person to engage in these activities.</li> <li>exercise and social engagement within and outside the home.</li> <li>care for the emotional welfare of the service user.</li> <li>personal assistance.</li> <li>Preparation of meals and assistance with same.</li> <li>General household duties e.g. bed making and laundry.</li> <li>Shopping and supplies management.</li> </ul> </li> </ul> |
| <ul style="list-style-type: none"> <li>Using manual handling/patient handling equipment as required <b>only</b> when training has been received by the Home Support Worker in advance of using the equipment.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Working with other care professionals such as PHN's, GPs, etc.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Complete records with accuracy and detail. Ability to keep accurate records of Home Support visits in dedicated folder provided in service users home.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Commitment to own professional and personal development; A thorough Home Support Worker training &amp; development programme is provided to every member of the Clarecare Home Support team including shadowing where required. This constitutes both initial and ongoing mandatory/further skills development training and is a requirement of all staff e.g. manual handling/patient handling/dementia training, etc.</li> <li>Be prepared to undertake training/certification as may be required and deemed necessary to meet the mandatory/other requirements of the post going forward.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Home Support Workers employed by Clarecare are not permitted to provide paid care to a member of their immediate family e.g. parents/grandparents, siblings, children, etc.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Home Support Workers must maintain acceptable levels of personal hygiene and must ensure that they dress appropriately and wear suitable footwear and abide by the full terms of Clarecare's "Head to Toe (Personal Presentation and Personal Hygiene) Policy and Procedure".</li> </ul>  |

## REQUIREMENTS/ QUALIFICATIONS FOR THIS POSITION

### Essential Requirements:

### Qualifications:

Candidates must possess the following qualifications/meet the following essential criteria relative to the Home Support Worker role:

- (i) Be certified at QQI Level 5 in Health Service Skills or Healthcare Support or Community Care or Nursing Studies i.e. hold certification in 2 modules of Care of the Older Person **and** Care Skills Modules completed at the time of application. In addition, the remaining 6 modules (outlined below\*) must be completed within 11 months of taking up employment with Clarecare.  
**Or**
- (ii) Be certified at QQI Level 5 Certificate in Healthcare (**All 8 Modules completed – Major Award**)  
**Or**
- (iii) Hold a qualification from another jurisdiction that satisfies the above essential qualification requirements. Clarecare will recognise formal healthcare qualifications from outside of Ireland that are relevant to Home Support provided they have comparable modules of an equivalent professional standard.

### **\*The below 2 Modules are mandatory for eligibility to this position:**

- Care of the Older Person
- Care Skills

**In addition,** each candidate must complete within 11 months of being employed with Clarecare, the following additional remaining QQI modules to ensure all 8 modules of Healthcare Support Course are completed as per Clarecare's regulations:

- Care Support
- Infection Prevention and Control
- Safety and Health at Works
- Palliative Care Support
- Activities of Living Patient care
- Communications

### Essential Knowledge/ Skills/ Experience:

- Hold a minimum of 1 years' relevant experience of quality care provision gained in a Nursing Home/Hospital/Day Centre or community setting.
- To hold current Manual Handling & Patient Moving & Handling certification. Current First Aid Training completed is desirable.
- Awareness and understanding of regulations and legislation within the Home Support profession.
- Awareness and understanding of safeguarding adults at risk policies & procedures
- Home Support Workers are frequently the only people that a service user may see on a daily basis thus there is a responsibility to report any relevant information back to the Home Support Area Manager in the relevant geographical area. It should be clearly understood that the role requires a great deal, sometimes both in physical and emotional ways, and also carries a weight of responsibility.
- A thorough training programme is applicable to every member of the Clarecare Home Support team. This constitutes both initial and ongoing training and is a requirement of all staff. Home Support Workers must address any training needs identified by their Line Manager to support him/her in their role.
- To be able to attend at the rostered time, all rostered service user calls and understand the importance of such calls.
- To report any digression from the service user's Personal Support Plan and to report any concerns/issues regarding the service user or his/her personal support plan to the Home Support Area Manager as a matter of urgency.

| Essential Knowledge/ Skills/ Experience contd....   |                      |
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| <ul style="list-style-type: none"> <li>To install and effectively use the Clarecare OneTouch Database system app on your own personal mobile smartphone and attend all relevant training on same and use the app for accurate clocking in/clocking out purposes and recording mileage for travel expenses re-imbusement purposes.</li> </ul>      |                      |
| <ul style="list-style-type: none"> <li>To provide Clarecare with your personal email address to facilitate receipt of electronic monthly payslips.</li> </ul>   |                      |
| <ul style="list-style-type: none"> <li>Participating in interdisciplinary meetings between Home Support Area Manager, PHN, other third parties e.g. Physio, Palliative Care Staff, etc to develop Personal Support Plans in conjunction with other care providers; ensuring smooth personal support plan advancement for service user.</li> </ul> |                      |
| <ul style="list-style-type: none"> <li>To attend relevant meetings and training e.g. meetings with Home Support Area Manager, meetings with PHN's, etc.</li> </ul>  |                      |
| <ul style="list-style-type: none"> <li>To undertake any other relevant duties as assigned.</li> </ul>   |                      |
| <ul style="list-style-type: none"> <li>Would need an in-date Patient Moving and Handling, CPR, Infection Control and Elder Abuse Certs desirable but training can be provided.</li> </ul>   |                      |
| Work Competencies Required:   |                      |
| <ul style="list-style-type: none"> <li>Flexible and approachable with a positive attitude, even under pressure.</li> </ul>  |                      |
| <ul style="list-style-type: none"> <li>Ability to deal with emergencies and difficult situations that may arise.</li> </ul>   |                      |
| <ul style="list-style-type: none"> <li>Excellent attention to detail with a keen interest in the welfare of service users essential</li> </ul>  |                      |
| <ul style="list-style-type: none"> <li>Ability to foster positive working relations and be flexible and adaptable in one's approach to work.</li> </ul>   |                      |
| <ul style="list-style-type: none"> <li>Ability to maintain and foster confidentiality at all times.</li> </ul>  |                      |
| <ul style="list-style-type: none"> <li>Ability to work on own initiative and as part of a team and uphold the values of Clarecare.</li> </ul>   |                      |
| <ul style="list-style-type: none"> <li>Capable of multi-tasking with high level organisational skills, excellent time management skills and the ability to prioritise.</li> </ul>   |                      |
| <ul style="list-style-type: none"> <li>Making a positive difference to the elderly and most vulnerable by ensuring dignity, privacy and autonomy are respected and promoted at all times in line with Clarecare expectations</li> </ul>   |                      |
| <ul style="list-style-type: none"> <li>Are focused on safeguarding those we care for and strives to reach the highest standards in customer service.</li> </ul>   |                      |
| <ul style="list-style-type: none"> <li>Has the ability to motivate the service user to maximise or achieve independence.</li> </ul>   |                      |
| <ul style="list-style-type: none"> <li>Must have a genuine regard for the welfare and quality of life of others.</li> </ul>   |                      |
| Individual Core Competencies Required:  |                      |
| <ul style="list-style-type: none"> <li>Patience</li> </ul>  | Adaptability         |
| <ul style="list-style-type: none"> <li>Empathy</li> </ul>   | Integrity            |
| <ul style="list-style-type: none"> <li>Reliability</li> </ul>   | Teamwork             |
| <ul style="list-style-type: none"> <li>Flexibility</li> </ul>   | Punctual             |
| <ul style="list-style-type: none"> <li>Enthusiasm</li> </ul>  | Confidentiality      |
| <ul style="list-style-type: none"> <li>Responsible</li> </ul>   | Trustworthy & Honest |
| Desirable:  |                      |
| <ul style="list-style-type: none"> <li>A knowledge of the philosophy and ethos of Clarecare.</li> </ul>   |                      |
| <ul style="list-style-type: none"> <li>An understanding of person-centred dementia care and have attended dementia awareness programmes e.g. Understanding Dementia Home Care Education Programme</li> </ul>  |                      |
| Key Relationships:  |                      |
| <ul style="list-style-type: none"> <li>Home Support Operations Manager / PHN's / HSE Service Provider Home Support team</li> </ul>  |                      |
| <ul style="list-style-type: none"> <li>CEO</li> </ul>   |                      |
| <ul style="list-style-type: none"> <li>Other Home Support Area Manager's and broader Home Support team</li> </ul>   |                      |
| <ul style="list-style-type: none"> <li>Training Dept. and wider Clarecare team</li> </ul>   |                      |
| Other Essential Requirements:   |                      |
| <ul style="list-style-type: none"> <li>A positive 'fit to work' medical.</li> </ul>   |                      |
| <ul style="list-style-type: none"> <li>A positive Garda vetting disclosure through Clarecare and International Police Clearance Certificates (where relevant)</li> </ul>  |                      |
| <ul style="list-style-type: none"> <li>Two positive written references from your current and most recent employer.</li> </ul>   |                      |
| <ul style="list-style-type: none"> <li>Work Visa/Work Permit/Right to Work status (where relevant).</li> </ul>  |                      |
| <ul style="list-style-type: none"> <li>Verification of Identity (current driving licence/passport)</li> </ul>   |                      |
| <ul style="list-style-type: none"> <li>Use of own vehicle for work purposes, full clean driver's licence and willingness to indemnify Clarecare on your private motor insurance cover re using your car for work purposes.</li> </ul>   |                      |

**NOTE: The above list of duties is not exclusive or exhaustive. The post holder will be required to undertake such tasks as may reasonably be expected within the scope of the role.**