



This is a wonderful opportunity to truly make a difference to the lives of the local community. Becoming a carer for Care for Good, a private home care provider service, supporting the work of the Hospice and The Rapid Personalised Care Service, a funded specialist palliative care service for those approaching end of life. The Hospice of St Francis is passionate about helping clients/patients and their families to live their precious lives well, giving clients/patients choice over the range of services they receive whether in their own homes or at the Hospice. The Hospice has a trusted reputation over 40 years of stewardship and trust right across the communities it supports in order to raise over £6 million each year.

Care for Good Home Care Provider and Rapid Personalised Care Service Carer

Bank Carer – Salary/Band TBC

Accountable to: Care at Home Manager

Main duties and responsibilities:

As a Bank Carer, you will provide compassionate, flexible and person-centered care to individuals in their own homes. The role can include supporting clients/ patients with various levels of health care needs, from those with minimal support requirements to those who are approaching the end of their life. This is a bank role, meaning you will be able to pick up visits when available.

- Deliver high-quality care and support tailored to each patient/client’s needs.
- Assist with personal care (washing, dressing, toileting, grooming).
- Support with mobility, transfers and safe use of equipment.
- Prepare meals and assist with eating and drinking where required.
- Provide companionship and emotional support.
- Administer or prompt medication in line with care plans.
- Carry out light household tasks to maintain a safe environment.
- Record and report accurately on care provided and any changes in patient/client wellbeing.
- Work collaboratively with families, healthcare professionals and the wider care team.
- Update care notes in the home.

Qualifications, Skills, Experience, Knowledge & Approach	<ul style="list-style-type: none"> • Compassionate, patient and respectful approach. • Strong communication and interpersonal skills. • Ability to work flexibly and adapt to changing needs. • Reliable and punctual with good time management.
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	<ul style="list-style-type: none"> • Understanding confidentiality and safeguarding principles, adhering to organizational policies. • Willingness to undertake training and continuous professional development. • To undertake duties without direct daily supervision working within broad procedural guidelines.
Requirements	<ul style="list-style-type: none"> • Previous experience in care essential. • Enhanced DBS check. • Right to work in the UK. • You will be empathetic with excellent communication skills; able to listen and respond in a sensitive and appropriate manner. • You will be sensitive in your approach and may be required to care for patients who are at the end of their life. • Ability to escalate issues where necessary. • You can work closely, in a collaborative environment, with all team members and the wider Hospice to achieve our objectives. • You show resilience when faced with complex and emotionally challenging situations. • You see the potential in others and understand the impact of their actions on colleagues. • Care certificate desirable • Car driver essential
Internal & External Contacts	<ul style="list-style-type: none"> • You will be a team player, able to work well with people at all levels of the Hospice including Clinical colleagues and staff of other services.
Decision Making	<ul style="list-style-type: none"> • Analytical thinker – ability to analyse data. • Strong problem solver. • Operate effective and efficient working relationships with others at all times.
Mental and Physical Consideration. Working Conditions & Environment	<ul style="list-style-type: none"> • Commitment to the aims and ethos of The Hospice, Care for Good and the RPCS. • Continually strive to improve the business. • Development of others to succeed. • Keen to develop self within role. • Ability to work alone with guidance and support from the care at home manager. • To be able to take the initiative in assuring the dignity, comfort and care of patients/clients.
Health & Safety	<ul style="list-style-type: none"> • Understand and comply with all Health and Safety, Fire and Infection Control regulations • Complete all mandatory training and ensure compliance of direct reports and contractors • To work safely within the lone worker policy.
Safeguarding	<ul style="list-style-type: none"> • Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis, Care for Good and the RPCS.

This list of tasks and responsibilities is not exhaustive, other relevant and appropriate duties as required by the Manager may be required. This Job Description will be reviewed and can be amended by agreement with the Post Holder and Manager.