



Job Description And Person Specification

Care Worker (Healthcare Assistant) · Domiciliary Care · Community · Full Time And Part Time

Jhumat House, 160 London Road, Barking IG11 8BB · 0208 080 3740 · info@atlantizenith-unipessoal.co.uk
CQC Provider 1-20633815130 · Barking 1-22159633795 · Halifax 1-24885152610 · www.atlantizenith-unipessoal.co.uk

Job title	Care Worker (also known as Healthcare Assistant)
Location	Community, in service users' own homes
Employer	Atlantizenith Unipessoal Ltd
Base	Jhumat House, 160 London Road, Barking, Essex, IG11 8BB or 298 Gibbet Street, Halifax HX1 4JX
Reports to	Care Coordinator and Registered Manager
Hours	Full time and part time
Pre-employment checks	Enhanced DBS check including the adults' barred list
Regulated activity	Personal care

Job Summary

Atlantizenith Unipessoal is recruiting Care Workers to provide domiciliary care to service users in their day to day lives. You will help people live more fulfilling lives and remain in their own homes, by providing high quality, person centred care across a wide range of needs, always taking account of the individual's personality and lifestyle choices. We have full time and part time opportunities. You will be kind, caring and compassionate, and passionate about making a difference to the quality of life of the people we support.

About Us

At Atlantizenith Unipessoal, we provide a flexible, professional and reliable homecare service, with a care package tailored to each person's needs and values.

Our Values

- **Compassion and empathy**, forming a real connection, listening actively, and focusing on the person in front of you
- **Personalised care**, outcome based care planning, so the plan fits the person rather than the other way round
- **Promoting independence**, doing things with people, not for them
- **Community engagement**, helping people stay connected to the life they had
- **Continuous improvement**, taking pride in the work, and saying when something could be done better

The 6 Cs

We expect everyone to work to the 6 Cs: care, compassion, competence, communication, courage and commitment. We promote choice and rights, and we celebrate individuality and diversity.

Main Duties And Responsibilities

The role varies depending on the people you support. Your duties will include:

- Providing high quality, person centred care to service users in their own homes, in accordance with their support plan
- Personal care: washing, dressing, bathing, toileting and continence support, oral care, and skin care, or assisting the person to do these things themselves
- Medication prompting and monitoring, and administering medication where the care plan requires it
- Shopping and meal preparation support
- Supporting domestic and daily living tasks, including cleaning
- Helping service users access the community, socialise and take part in leisure activities



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- Moving and handling, using equipment where required and always in line with the person's individual handling assessment
- Promoting health, wellbeing and independence, enabling people to live their lives to the fullest
- Working a range of shift patterns, including alternate weekends, sleep ins and waking nights
- Maintaining accurate records, and observing and promptly reporting any change or concern in a service user's circumstances or condition
- Treating service users with dignity and respect, and communicating effectively to meet their diverse needs

Two Duties That Carry Conditions

- You may only administer medication once you have completed medication training and been assessed as competent. Competency is reviewed at least annually.
- You must never attempt a transfer alone where the person's handling assessment specifies two carers, and you must not use equipment that is faulty or out of date for inspection.

Safeguarding

Safeguarding is not an extra task on top of the job. It is the job. You will often be the only person who sees a service user that day, which makes what you notice, and what you report, the main protection that person has.

The Legal Framework

- Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 requires service users to be protected from abuse and improper treatment. Where avoidable harm results, CQC can prosecute a breach of Regulation 13 directly, without first issuing a warning notice.
- The Care Act 2014 places a duty on the local authority to make enquiries where an adult with care and support needs is experiencing, or at risk of, abuse or neglect and is unable to protect themselves. Your job is to recognise and report, so that duty can be triggered.
- The Mental Capacity Act 2005 governs decisions made for people who cannot make them for themselves.
- The Safeguarding Vulnerable Groups Act 2006 places a duty on Atlantizenith to refer a worker to the Disclosure and Barring Service in the circumstances set out below.

The Six Safeguarding Principles

These come from the Care Act statutory guidance, and they shape how we work:

Empowerment	People are supported to make their own decisions and give informed consent. Ask the person what they want to happen.
Prevention	It is better to act before harm occurs. Report the small things that do not look right, not only the obvious ones.
Proportionality	The least intrusive response appropriate to the risk. Do not take over someone's life to manage a risk they can manage themselves.
Protection	Support and representation for those in greatest need.
Partnership	Working with the local authority, the police, health services and families. Communities have a part in preventing and detecting abuse.
Accountability	Everyone is accountable for safeguarding, including you. "I thought someone else would report it" is not a defence.

We also work to Making Safeguarding Personal: safeguarding is done with people, not to them. Always ask the person what outcome they want and record their words.



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The Types Of Abuse You Must Be Able To Recognise

The Care Act statutory guidance identifies ten categories. You are expected to know all of them: physical abuse, domestic abuse, sexual abuse, psychological or emotional abuse, financial or material abuse, modern slavery, discriminatory abuse, organisational or institutional abuse, neglect and acts of omission, and self neglect.

Financial abuse is the category most often missed in home care, because the carer is alone in the person's home with access to their money, bank cards and possessions. Report anything that does not look right, including pressure from family members.

What To Do If You Have A Concern

- 1. If someone is in immediate danger, or you believe a crime has been committed, call 999 first.
- 2. Make the person safe so far as you safely can. Do not put yourself at risk.
- 3. Report it to the office the same day to the Care Coordinator or the Registered Manager. If the risk is immediate, do not wait until the end of your shift.
- 4. Write it down. Record what you saw or heard, in the person's own words where possible, with the date and time. Facts, not opinion or interpretation.
- 5. Preserve anything that might be evidence. Do not clean, tidy or move things.
- 6. The Registered Manager will refer to the local authority safeguarding team, notify CQC where the criteria are met, and inform the police where a crime may have been committed.
- 7. You may raise a concern directly with the local authority safeguarding team or with CQC at any time. You do not need our permission, and you do not need to go through us first.

What You Must Never Do

- Investigate a safeguarding allegation yourself
- Promise to keep a disclosure secret. Tell the person honestly that you have to pass it on, and who to
- Confront the person the allegation is about
- Discuss the concern with anyone who does not need to know
- Delay reporting because you are not certain. It is not your job to be certain. It is your job to report.

Mental Capacity

- Assume a person has capacity unless it is established otherwise
- Support the person to make their own decision before concluding they cannot
- An unwise decision is not the same as a lack of capacity
- Where capacity is lacking, act in the person's best interests and choose the least restrictive option
- Capacity is decision specific and time specific. Someone may lack capacity for one decision and not another, or at one time of day and not another.
- Deprivation of Liberty Safeguards do not apply in a person's own home. They cover care homes and hospitals. Any restriction in a domiciliary setting that amounts to a deprivation of liberty needs authorisation from the Court of Protection. If you think someone is being restricted, locked in, or prevented from leaving, report it.

Safeguarding Children

You may see children in a service user's household, or a service user may be a parent or carer. The duty to report applies just as it does for adults. Report any concern about a child to the Registered Manager the same day, so it can be passed to the local authority children's services. In an emergency, call 999.

If Your Concern Is About A Colleague

The duty is exactly the same. Report it to the Registered Manager or use the routes above if that is not



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appropriate.

Where a worker has harmed someone or poses a risk of harm and has been removed from regulated activity, including where they resign before we can act, Atlantizenith has a legal duty under the Safeguarding Vulnerable Groups Act 2006 to refer them to the Disclosure and Barring Service. Resignation does not end the matter.

Speaking Up

Raising a genuine concern about wrongdoing or risk is a protected disclosure under the Public Interest Disclosure Act 1998. You will not be treated detrimentally, disciplined or dismissed for speaking up in good faith, and you may do so anonymously. If a concern is not acted on, escalate it to the Registered Manager, the Nominated Individual, the local authority, or CQC.

Conduct That Prevents Abuse

These are absolute and apply without exception:

- Never accept gifts, money, loans or bequests from a service user or their family
- Never act as a witness to, or a beneficiary of, a service user's will
- Never carry out financial transactions outside those set out in the care plan, and always obtain and record a receipt
- Never share service user information with anyone who does not need it, including on social media
- Never photograph or record a service user or their home unless the care plan expressly requires it and consent is recorded

Safeguarding Training

- Safeguarding adults and safeguarding children at induction, refreshed at least every three years, and sooner if a person's needs change or a new risk appears
- Mental Capacity Act training at induction
- Whistleblowing at induction
- You will not work unaccompanied until your safeguarding training is complete

Mandatory Requirements For All Roles

- You have a responsibility to safeguard children, young people and adults at risk, and will be trained to the level appropriate to this post
- You are expected to demonstrate Atlantizenith values and to work within the 6 Cs
- You are expected to comply with all Atlantizenith policies, procedures and guidelines, including the code of conduct associated with this post
- This job description reflects the immediate requirements of the post. It is not exhaustive, and you may be asked to undertake other duties within the scope of the role as directed by your line manager. It will be reviewed regularly as the service changes, and any change will be discussed with you

Training And Development

Training time is paid. You will not work unaccompanied until your induction is complete and you have been assessed as competent.

- Induction, including shadowing an experienced colleague, before your first unaccompanied visit
- The Care Certificate, all 16 standards within 12 weeks of starting
- Mandatory training: health and safety, fire safety, infection prevention and control, moving and handling, basic life support, first aid, safeguarding adults and children, food hygiene, and medication administration



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- Learning disability and autism training at Tier 2, the Oliver McGowan standard. This is a statutory training requirement for all staff under section 181 of the Health and Care Act 2022 and is refreshed at least every three years
- Support to work towards the Level 2 Adult Social Care Certificate or a Level 2 or 3 Diploma in Care, with funding available through the Adult Social Care Learning and Development Support Scheme
- Progression routes into Senior Carer, Care Coordinator and management roles as the service grows

Safer Recruitment

Atlantizenith recruits in accordance with Regulation 19 and Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Every appointment is conditional on all of the following, and no candidate begins unsupervised work until they are complete.

Proof of identity	Photographic identification with a recent photograph. CQC's expectation is that a photograph is not recent if the person can no longer be recognised from it.
Right to work	Checked before employment begins, by document check, Home Office share code or certified digital identity provider. The date of the check is recorded.
Enhanced DBS	Enhanced certificate including a check of the adults' barred list. Where a certificate is outstanding, we may accept a clear DBS Adult First result with a written risk assessment and restricted duties. We record whether barred list information was received.
Previous conduct	Evidence of conduct in any previous health or social care role, or role working with children or vulnerable adults. References, appraisals or other written evidence are all acceptable. Where a former employer confirms dates only, we risk assess and put additional supervision in place until competence is demonstrated.
Reason for leaving	Verification of why any previous role involving children or vulnerable adults ended, so far as reasonably practicable.
Qualifications	Documentary evidence of qualifications relevant to the role, or online verification against a professional register.
Employment history	A full history from first employment, with a written explanation of any gap of more than four weeks.
Health	A health declaration, collected after offer, together with any occupational health advice on reasonable adjustments.

References are always obtained directly from the referee. We do not accept references supplied by the applicant, or open testimonials addressed "to whom it may concern".

Person Specification

E = essential, D = desirable. Every criterion is assessed.

Eligibility And Pre Employment

Requirement	E / D	How it is assessed
Right to work in the UK	E	Application · pre employment check
Willing to undergo an enhanced DBS check including the adults' barred list, and to declare all convictions and cautions subject to the Exceptions Order	E	Application · DBS check
A full employment history from your first job, with a written explanation of any gap of more than four weeks	E	Application · Interview
Two satisfactory references, including your most recent employer in health or social care where applicable	E	References



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Fitness to carry out the functions of the post, including moving and handling, use of hoists and wheelchairs, personal care, cooking, cleaning, shopping and supporting leisure and community activities, with reasonable adjustments where needed

E Post offer health declaration

Experience

Requirement	E / D	How it is assessed
Ability to use your own initiative	E	Interview · References
Ability to communicate effectively	E	Application · Interview
Ability to learn new skills and gain new experience	E	Interview
Previous experience of working in a care environment	D	Application · Interview
Experience of caring for a family member or friend	D	Application · Interview

Safeguarding

Requirement	E / D	How it is assessed
Understanding of the duty to report safeguarding concerns, and the willingness to act on it	E	Interview
Able to recognise the main types of abuse and describe what they would do about a concern	E	Interview · Scenario question
Understands that a concern must be reported even where the person asks them not to	E	Interview · Scenario question
Working knowledge of the Mental Capacity Act principles	D	Interview

Skills And Personal Qualities

Requirement	E / D	How it is assessed
Using your skills to make a real difference to service users and their families at a difficult time in their lives	E	Interview
Excellent listening skills and the ability to build rapport	E	Interview
Respect for individuals regardless of race, gender, culture, religion, disability, sexual orientation or age	E	Interview
An understanding of confidentiality and its limits	E	Interview
A friendly, caring and sensitive approach	E	Interview · References
Time management and the ability to prioritise	E	Interview
Reliability and punctuality, and an understanding of what it means to someone waiting for care	E	Interview · References

Qualifications, Training, IT And Driving

Requirement	E / D	How it is assessed
Willingness to participate in all training relevant to the post, including the Care Certificate	E	Application · Interview
IT literate, able to use a smartphone or tablet for rostering and recording	E	Interview · Practical test



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NVQ Level 2, or willingness to work towards a Diploma in Health and Social Care	D	Certificate check
Care Certificate already completed	D	Certificate check
Experience of electronic care recording or rostering systems	D	Application · Interview
Full, clean UK driving licence and use of a car	D	Application · Licence check
A second community language such as Urdu, Punjabi, Pashto, Hindi or Gujarati	D	Application · Interview

Disclosure And Barring Service

This post is subject to the Rehabilitation of Offenders Act 1974 (Exceptions Order) 1975. A submission will be made to the Disclosure and Barring Service to check for previous criminal convictions. You must declare all convictions and cautions, including those that would otherwise be regarded as spent, subject to the filtering rules.

A criminal record will not automatically prevent you from working with us. Any disclosure is considered on its merits, taking account of the nature of the offence, how long ago it occurred and its relevance to this role.

Equality And Adjustments

Atlantizenith Unipessoal Ltd is committed to safer recruitment and to equality of opportunity. We welcome applications from all backgrounds and will make reasonable adjustments at every stage of the recruitment process and in the role itself. Please tell us what you need.

How To Apply

Complete our application form and email it to info@atlantizenith-unipessoal.co.uk with the subject line Job Application, or call 0208 080 3740 and we will help you apply by phone. The application form can be downloaded at www.atlantizenith-unipessoal.co.uk/vacancies/