

## **Job Description – Care Assistant**

**Job Title:** Care Assistant/Support Worker

**Reports To:** Registered Manager and/or Owner.

**Contracted Hours:** 35 Hours per week

- Morning shift 8am-3pm, Evening shift 3pm-10pm
- Every other weekend

### **Tasks**

- Deliver the daily objectives set out within the care plans for each client. This includes, but is not limited to, assisting clients in washing, dressing, maintaining hygiene, preparing food and drink, maintaining a clean environment, and identifying activities that support the client's mental and physical well-being, whilst supporting them to be as independent as possible.
- Undertake domestic duties as required to keep the home to a high level of cleanliness and presentation.
- To regularly update care notes using the homes care software system.
- Give regular feedback to your team leader regarding client care and report any significant issues in the client's day.
- Ensures that a homely, clean, and attractive environment is maintained by constant appraisal and identification of shortcomings or potential for improvement.
- Ensures a safe environment is maintained for residents, staff, and visitors.

### **Care Provision**

- Ensures the personal care needs of residents are met by directly undertaking tasks as appropriate.
- Enables individuals to realise as fully as possible their potential in terms of their physical, social, emotional, intellectual, and spiritual well-being. Helps residents to participate in the life of the community ensuring appropriate levels of support are available.
- Contributes to the assessment of need for individual residents in conjunction with the residents, other carers, professionals, and volunteers.
- Participates in care planning, goal setting and reviews.
- Ensures that resident's dignity and self-respect are not undermined and in promoting their rights to independence, choices and privacy.
- Undertake the care of ill and dying residents with accompanying regard for the emotional and psychological needs of other residents, relatives, and staff.

### **Services Delivery**

- Always holds joint responsibility with other staff members on duty for the safety and security of the residents and staff. Stays up to date with the fire evacuation procedure.
- Ensures that the provision of food, monies and other goods and services are supplied to the residents within the standard and guidelines laid down by the company. Advises the manager/deputy manager of any service anomalies or deficiencies and of any complaints from residents.

- Advises the manager/deputy manager of any additional services that may be needed for the residents and plans, as delegated, for these to be provided.
- When responsible for the home acts as the company's representative, demonstrating high professional and personal standards in liaising with visitors, members of the community and other professionals.
- Promotes the involvement and participation of relatives, members of the community and individual volunteers in the day-to-day activities of the home. Provides a channel of communication for residents and relatives, giving advice as to how complaints and dissatisfaction can be investigated.
- To work within the policies, procedures and statutory requirements of the home at all times.
- Always maintains residents' dignity and confidentiality.

**Training/Health and Safety/Supervisions**

- To undertake and pass all training provided by the manager/owner within a reasonable time frame.
- To report immediately any breach of Health and Safety regulations and resolve accordingly.
- To participate in supervisions with a senior or member of the management team to support and develop good practice, review performance, and identify personal training needs.

**Equality and Diversity**

- To promote and always act in accordance with the company's equality and diversity policy.

The manager may require other duties to be undertaken, as part of the services provided by the home.

Definitions can be found in Appendix.

Employee signature: \_\_\_\_\_

Date: \_\_\_\_\_

Manager signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Person Specification

Essential Criteria	Job Title: Support Worker
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• NVQ in health and social care desirable but not essential, training can be provided.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience in a support worker/care assistant role is desirable but not essential.</li> </ul>
<b>Knowledge/Technical Skills</b>	<ul style="list-style-type: none"> <li>• Time management skills – responding to and prioritising a range of competing demands.</li> <li>• Digital skills are desirable.</li> </ul>
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Empathy with residents, and commitments to implementing high quality standards.</li> <li>• Thorough knowledge of good care practises.</li> <li>• Excellent communication and negotiation skills.</li> <li>• Patience, understanding and ability to be flexible.</li> <li>• Ability to cope effectively and remain calm in stressful situations.</li> <li>• Must be able to support the home in delivering person centred care.</li> </ul>

### Appendix

#### Glossary of Terms

Resident/Client – A person who resides in the care home and is looked after by staff members.

The home – Casa Mia Care Home