

### Job Description

**Job Title:** Senior Care Assistant

**Hours:** TBC

**Reporting to:** Nurse

**Base:** Care Home based

### Job Purpose

To be part of an inspirational and pioneering team establishing our care home business and delivering our vision to *“create a world where everyone feels special”*.

Responsible for: -	Person Specification
<p>1. Provide direct care to residents supporting and promoting their independence, choice, dignity, and overall wellbeing. Care activities will include but not be restricted to the following:</p> <ul style="list-style-type: none"> <li>• Washing, showering, bathing</li> <li>• Promoting continence and assisting with toileting</li> <li>• Assisting with dressing</li> <li>• Assisting with food and fluid intake</li> <li>• Mobility</li> </ul> <p>2. Ensure that they are aware of and participate in developing Personal Care Plans with the Named Nurse and the resident. Particular attention must be paid to having full awareness of any specialist support needs, for example:</p> <ul style="list-style-type: none"> <li>• Use of manual handling equipment, wheelchairs and so on</li> <li>• Dietary needs, specialist aids for eating or drinking, choke risks etc</li> <li>• Any medical issues, for example, diabetes</li> <li>• Communication needs or aids used</li> <li>• Cultural needs</li> <li>• Chosen daily routine</li> </ul> <p>3. Care will be provided in line with each resident’s Personal Care Plan. Senior Care Assistants are expected to understand the implications for the Care Plan and take appropriate action in relation to any changes including linking between sections such as Risk Assessments and the Care Plan’s ADL.</p>	<p><b>Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Ability to communicate effectively verbally and in writing.</li> <li>• Basic IT literacy</li> <li>• Ability to organise and prioritise tasks and work under pressure.</li> <li>• Previous experience in a Care role.</li> <li>• Minimum of NVQ 3 or equivalent.</li> <li>• Recognised Medication administration qualification and experience.</li> <li>• Demonstrable ability in organising, leading, inspiring, and influencing a team.</li> </ul> <p><b>Behaviour</b></p> <ul style="list-style-type: none"> <li>• Kind and compassionate with the ability to build caring and therapeutic relationships.</li> <li>• Able to demonstrate integrity.</li> <li>• Ability to demonstrate a positive and resilient approach to work.</li> </ul>

4. Provide ongoing support for the residents, their families, and the Care Team. This includes liaising with the residents and their families to ensure they have supplies of personal clothing and grooming or beauty products that the resident prefers to use. This also includes liaison with the Laundry staff to ensure all clothing is labelled.

5. Ensure all equipment is stored in line with the manufacturer's instructions and is cleaned and stored appropriately after use. Faults must be reported, with equipment taken out of action to promote resident safety. Contribute to the monthly auditing reviews of equipment.

6. Participate in resident activities and events held at the home.

7. Following successful completion of competency-based training the Senior Care Assistant will administer medication in line with Principle Care Homes Medication Policy and professional guidelines. In addition they will be expected to undertake random daily and monthly audits, reconciliations and to manage and co-ordinate the supply of medication ensuring residents are not 'out of stock'. Manage any discrepancies in line with Principle Care Homes Drug Administration Policy

8. Where agreed competency-based training exists, and where an interest is identified, the Senior Care Assistant will extend clinical competencies and practice to offer comprehensive services for residents, for example, venepuncture, wound care and so on.

9. Senior Care Assistant has a duty of care to respond to and provide support for requests for help, including emergency calls, irrespective of the resident's care package status or location within the home.

10. Closely monitor and report on residents' daily progress, ensuring all observations and interventions are recorded on Nourish. Take action where appropriate and verbally escalate to the Nurse within an appropriate timescale having gathered the relevant information/evidence. However, where the situation appears urgent it should be escalated to the appropriate Senior Manager immediately.

11. Support residents to create a homely environment in their apartments, assisting with organising their environment to promote wellbeing and independence.

- Prepared to take accountability and ownership for duties/role.
- Flexible in approach to working hours/days/times.
- Team player.
- Willingness to participate in training and development in respect of requirements of the role.
- Confident and assertive when handling difficult conversations or dealing with challenging people /issues.

12. Senior Care Assistants within Dementia should support and participate in the development of meaningful activities and therapies for residents.

13. Attend initial and updated mandatory training and management and supervisory training as required. Actively engage in supervision and one-to-one meetings and yearly reviews, ensuring personal professional knowledge and competency is maintained. Seeking guidance from the Nurse to ensure competent and confident performance.

14. Work with the Nurse in completing clinical and environmental audits according to the agreed annual compliance programme and the support the development and delivery of subsequent action plans.

15. Senior Care Assistants are required to undertake Quality Care Spot Checks randomly completing a spot check form on the quality of care provided by carers and Senior Carers within their team. This includes feeding back to the Carers and Senior Carers and supporting them to develop in areas requiring improvement, linking these to one to ones, appraisal, supervision etc.

16. Monitor Care Plans to ensure compliance with the review requirement on Nourish. Undertake the Reviews on Nourish and monitor the quality of those undertaken in line with the Key Worker system or as required. This includes feeding back to the Carers and supporting them to develop in areas requiring improvement, linking these to one to ones, appraisal, supervision etc.

17. The Senior Care Assistant will, on a daily basis support, guide and develop their team members. In addition they will carry out regular supervisions/one to ones and yearly reviews and support individual performance management plans for identified staff

18. Senior Care Assistant is responsible for dealing with day-to-day supervisory issues of the team such as managing absence and carrying out Return to Work interviews escalating to the Nurse for formal action where appropriate.

19. Initiate an Accident and Incident Form ( via Radar) where appropriate seeking advice from the Nurse where appropriate.

20. Deal with any concerns or complaints raised by residents or relatives in a polite, prompt, and appropriate manner as soon as they occur. Report to the relevant Nurse where a matter is unresolved and may be regarded as a

Complaint or Concern that requires escalation. In addition, the Senior Care Assistant will be required to support investigations/resolutions to matters.

21. Attend Staff Meetings as required making meaningful contributions to agenda items and discussions.

22. Work flexibly within contracted hours (days, nights, weekends, bank holidays) to ensure resources are used efficiently and, where chosen, sign an opt-out clause under Working Time Directives.

23. Wear the provided staff uniforms in order to reflect a positive Signature image ensuring that they are clean and presentable at all times.

### **Health and Safety**

1. The post-holder will maintain their personal responsibilities under Health and Safety at Work Regulations, and compliance with the company Health and Safety Policy, ensuring safe working practices and the recommended storage of equipment, including but not exclusive to:

Control of Substances Hazardous to Health, Electricity at Work Lift & Lifting Equipment

Manual/Object Handling

Gas Installation & Use

Provision and Use of Work Equipment

Fire Precautions

Personal Protective Equipment

Legionella/Water Treatment

Waste Management

Reporting of Injuries, Diseases & Dangerous Occurrences Regulations.

2. Appraise and assess measures used to prevent infection control hazards, considering the individual nursing, social, physical, and psychological needs of the resident.

3. Follow and report all concerns and incidents in line with the company incident reporting and whistleblowing procedure, including safeguarding adult's procedures.

This job description is not prescriptive; it merely outlines the primary aims and tasks and responsibilities which may evolve and change over time. Any changes will be made in consultation with the job holder and in agreement with the Senior Management Team.

I confirm I have read and understand this job description: Name, Signature & Date