



CARE ASSISTANT

Responsible to Care Home Manager

Job Description and Person Specification

1. Principal Responsibilities

To provide for the needs of the residents within the Home, ensuring a high quality of care.

2. Specific Responsibilities

- * To provide effective care and support of the residents in accordance with the Association's policies and procedures and the requirements of the Care Home Manager
- * To ensure that the Associations Health and Safety responsibilities are fulfilled when carrying out the duties of the post
- * To communicate effectively with other members of the staff team
- * To ensure that the Association public and professional profile is appropriately represented in all situations.
- * To maintain effective relationships with residents and their relatives.
- * To maintain effective communication with members of the Community Multi-disciplinary team and other outside professionals.
- * To ensure that all care records are accurate and up to date at all times, in relation to the activities of the Care Plan and Team.
- * To maintain the philosophy of care
- * To provide relief cover and support for the Care Assistant Team as required
- * To maintain an ordinary Home environment

- * To maintain residents activities of daily living skills
- * To prompt and encourage residents to make choices and to take decisions
- * To participate in the dispensation of medicine to residents
- * To act as escort for residents requiring specialist care out of the Home
- * To act as keyworker for specific residents and their needs
- * To report any complaints made by a resident to the Care Home Manager

3. Specific Tasks

- * To work within, and contribute to, an allotted Team of Care
- * To operate as a keyworker within that team, as allocated by the Team Leader
- * To work within the Homes ongoing rota, working day and night duty as indicated
- * To follow the care plans as a guide to a residents individual needs
- * To offer care and support to residents allocated to the postholder on each shift

4. Competencies

4.1 Planning and organisation skills

- * The post holder must be able to work on their own initiative
- * The post holder must be able to respond effectively to requests made of his/her time to be able to prioritise work appropriately

4.2 Analysis of date and information

- * The post holder must be able to understand, give advice and answer queries relating to information requests on the running of the Care Home

4.3 Internal and external communication skills

- * The post holder will need to convey information, written and/or verbal or in any other format, to other people on the day to day basis in a clear and concise manner
- * The post holder must be readily understood by others and show good listening and enquiry skills. He/she must be able to observe and communicate problems effectively, both orally and within written reports
- * The post holder will be required to communicate with residents, and with people above or below his/her own level. This will include external bodies such as Social Services, Probation and Health
- * The post holder must be able to maintain a strict code of confidentiality

4.3 Technical/Practical skills and knowledge

- * The post holder will have knowledge of First Aid practice and of health & safety legislation. Experience of understanding risk assessments would be an advantage
- * The post holder will have a clear understanding of the principles of normalisation and of relevant legislation
- * The post holder will display a caring and sensitive approach to residents with regard for their rights and self respect, and be able to develop appropriate relationships with residents
- * The post holder will have a good standard of general education

5. Common Responsibilities

- * Be conversant with, and follow, all the procedures, policies and standards which apply to you in your day to day work.
- * Always safeguard the Association's reputation and work to improve our image both in and away from work.
- * Treat with respect any Association equipment which you use in the course of your work. Ensure that any equipment you use is maintained in good order and kept secure.
- * Respond quickly and effectively to customer requirements (both internal and external) have respect for their needs at all times.
- * Always look to improve the service you can offer to your customers.
- * Ensure that the resources available to you are used cost-effectively.

- * Be accountable for your actions and decisions and carry out your duties responsibly.
- * Keep up to date with new developments and activities that relate to your work.
- * Identify and reduce ineffective time within your work and your department.
- * Produce work of an acceptable quality within agreed time scales.
- * Always work in a safe and responsible way ensuring that safety procedures are followed and that you do not endanger yourself or others.

6. Common Behaviours and Values

The following common behaviours and values apply to all staff of the Association.

- ❖ **Teamwork:** none of us work in isolation; we must be willing to share knowledge, time and experience with colleagues. We must listen to and consider the views of other team members.
- ❖ **Integrity:** we must be honest with ourselves and others.
- ❖ **Confidentiality:** we must deal confidentially with others when required to do so.
- ❖ **Openness:** we must be willing to discuss problems with an open mind and be prepared to give and receive feedback.