

## JOB DESCRIPTION

<b>Title:</b>	Community Care & Support Assistant
<b>Responsible to:</b>	Care Manager
<b>Job Description reviewed by:</b>	Senior Management Team
<b>Date:</b>	01/01/2012

### **Job Summary:**

The employee will be responsible for the delivery of personal care and support to Services Users within their own home or within an Extra Care Housing Scheme. To give accurate and reliable feedback to the Care Office and to act in a professional caring manner at all times.

Depending on training and experience complete all necessary paperwork and monitoring of other Employees and Service Users, under the direction of the Care Manager, and work within a diverse number of care schemes that the company offers: *(these are examples only and not an exhaustive list)*

- Community Homecare
- Extra Care Housing (ECH)
- Initial Response
- Rapid Response
- Supported Living
- Out of Hours
- Waking Nights Scheme

### **Duties and Responsibilities:**

*(These are examples only and not an exhaustive list)*

To assist Service Users with their personal care, domestic and support needs as required, enabling them to live as independently as possible

Ensure the Service User has a smooth transfer between Hospital discharge, Rapid Response, Initial Response and Core hours

Inform all Service Users of other services that might be available to them.

Deliver Care and Support to the tenants of the ECH schemes and Service Users within their own homes, to the agreed level detailed in their Care Plan

Complete the Service Users Care Plan at every visit recording your accurate time of arrival and departure

Attend, and show full commitment to mandatory Training, Supervisions, and Appraisals as required by the Company

Work closely with the Care Co-ordination Team

Provide accurate and reliable feedback with regards to the Service Users Care and Support packages.

Follow your given rota in the order that it is published or as updated by the Care Office or Care Co-ordination Team. Never complete a call requiring two carers on your own unless explicitly requested by the Care Office.

Risk Assess before undertaking any tasks and assess the care needs of the individual. Report any incidents or any emergency repairs required to the Care Office or ECH Scheme Manager

Adhere to Health and Safety, Manual Handling and all other Company policies and procedures and the General Social Care Council Code of Practice at all times

Take responsibility for the security of the ECH in the Scheme Managers absence. Remain on site until appropriate cover is in place before leaving – even in emergency situations.

Act in professional manner at all times. Maintain a professional and hygienic appearance and use Personal Protective Equipment as instructed i.e. Training, Supervisions and Risk Assessments.

Maintain an awareness of Care Standards legislation and best practice within the Care Industry

Attend staff meetings as and when required

Undertake regular Continual Professional Development

Register to professional organisations as and when legislation requires.

Maintain Confidentiality of the Company at all times

Demonstrate a professional working attitude

Demonstrate commitment to Continual Professional Development

Promote and act at all times in accordance with the Company's Equal Opportunities Policy

## Person Specification

**Job Title: Care & Support Assistant**

Attribute	Essential	Desirable
<b>Physical Make-up:</b> Eyesight/Hearing  General Health Mobility  Appearance	<ul style="list-style-type: none"> <li>• Minimum: Fair/corrected</li> <li>• Reasonable mobility to carry out duties.</li> <li>• Presentable, Clean &amp; Tidy</li> </ul>	<ul style="list-style-type: none"> <li>• Good vision &amp; hearing</li> <li>• Good health / active</li> </ul>
<b>Attainments:</b> Training          Experience	<ul style="list-style-type: none"> <li>• You will be required to register on an NVQ award or equivalent</li> <li>• Be flexible in order to attend mandatory training courses</li> <li>• Basic literacy skills (to be able to produce and read care plans, read &amp; understand care notes &amp; company rules and procedures</li> <li>• Good interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ Level 2/3 in Care or equivalent qualification</li> <li>• Other care related qualifications</li> <li>• Commitment to Continual Personal Development</li> <li>• Experience of caring for a family or friend</li> <li>• Experience of working in a care setting</li> </ul>
<b>Special Aptitudes:</b> Interpersonal Skills	<ul style="list-style-type: none"> <li>• Ability to communicate with service users &amp; team members. To understand &amp; be understood</li> <li>• Caring approach</li> <li>• Patience</li> <li>• Listening Skills</li> </ul>	
<b>Disposition:</b> Acceptability   Personal Characteristics	<ul style="list-style-type: none"> <li>• Able to get on well as a team member.</li> <li>• Ability to remain calm under pressure</li> <li>• Reliability</li> <li>• Ability to manage you own time</li> <li>• Punctual</li> <li>• Honesty &amp; respect for confidentiality</li> <li>• Approachable</li> <li>• Conscientious</li> <li>• Flexible</li> </ul>	<ul style="list-style-type: none"> <li>• An interest in developing your career</li> <li>• Willing to undertake extra shifts</li> </ul>
<b>Circumstances:</b> Other	<ul style="list-style-type: none"> <li>• Available to work two shifts on alternate weekends</li> <li>• Full driving licence and motorised transport</li> </ul>	<ul style="list-style-type: none"> <li>• Motorised transport available for work</li> </ul>