

## **JOB DESCRIPTION**

**Title:** Care & Support Assistant (ECH)

**Responsible to:** Care Manager

**Job Description reviewed by:** Senior Management Team

**Date:** 06/05/2020

### **Job Summary:**

Working within a dedicated team you will be responsible for the delivery of person centred care and support to tenants with the Extra Care Housing Schemes.

### **Job Purpose**

Respond to individual preferences and choices, to address fluctuations in need, and to emergencies

Through a co-produced service model addressing individual's wellbeing concerns and supporting people to retain control and choice in their day to day lives, as well as in important lifestyle decisions.

To give accurate and reliable feedback to the Care Office and to act in a professional caring manner at all times.

### **Duties and Responsibilities:**

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

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

Ensure the tenant has a smooth transfer between Hospital discharges or other statutory services.

Enable individuals to retain control and development of their own extended activities and signpost tenants of other services that might be available to them.

Deliver Care and Support to the tenants based on the assessed care and support needs

Complete the Service Users Care & Support 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 integrated ECH Scheme Manager and Team Leader

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

Follow your given rota in the order that it is published or as updated by the appropriate supervisor or manager.

Risk Assess before undertaking any tasks and assess the care needs of the individual. Report any incidents or any emergency repairs required to the appropriate Team Leader or Manager.

Adhere to Health and Safety, Manual Handling and all other Company policies and procedures.

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

Maintain Confidentiality of the Company at all times

Demonstrate a professional working attitude

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

### **Person Specification**

Hold or be prepared to work towards a Level 2/3 qualification in Care or equivalent.

Hold or be prepared to work towards other related qualifications

Good interpersonal skills

Ability to communicate with tenants & team members. To be able to understand & be understood

Ability to remain calm under pressure

Be reliable and punctual. To be able to manage you own time

**Minimum Requirements**

Physically fit and healthy to carry out duties

Minimum Basic literacy skills

Caring approach

Listening Skills

Available to work two shifts on alternate weekends