



## Job description

Job Title:	Care Assistant
Reports to:	Care Manager

Our Aims
<p>Our aim is to improve the quality of life of our customers, building confidence and skills to allow them to live independently while playing an active role in their communities. We view all our customers as individuals with specific needs, treating them with respect and dignity, and focusing on achieving real results.</p>

Job Requirements	Performance Indicators
<p><i>Main Responsibilities</i></p>	<ul style="list-style-type: none"> <li>• To provide assistance and/or guidance where needed with personal care, e.g. taking medicines, shaving, and intensive personal or intimate care in circumstances where this is required.</li> <li>• To carry out tasks including; shopping, cleaning, ironing, cooking, collecting benefits and/or prescriptions, and escorting to attend appointments whilst promoting individual independence</li> <li>• To monitor the physical and emotional health of customers and take necessary action</li> <li>• To encourage customers to influence the development of their service to ensure that it reflects their ideas, views, opinions and wishes</li> <li>• To participate in and monitor care plans</li> <li>• To work alone on occasions, both within the service and in the community, working to the organisation's policy and procedures when working alone and reporting any changes that may affect the personal safety of yourself and others</li> <li>• To work and cooperate with others to ensure effective communication with other care workers, families, external professionals etc.</li> <li>• To act on own initiative and respond responsibly and effectively to the demands of customers</li> <li>• To make effective use of One Support email and other I.T.</li> </ul>

	<p>systems as appropriate to the post level</p> <ul style="list-style-type: none"> <li>• To comply with all Group policies and procedures in delivering the service</li> <li>• To at all times carry out responsibilities with due regard to One Support Equal Opportunities policy and Diversity strategy</li> <li>• To follow TRAIN2CARE ACADEMY, the Borough and CQC Safeguarding policies and procedures for vulnerable adults</li> <li>• To respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act July 2012</li> <li>• To participate in and contribute to regular supervision and performance review meetings with line management and attend identified training</li> <li>• Any other duties within the general scope of the post as directed by the line manager</li> </ul>
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<b>Behaviours</b>
<p>These are the behaviours that we look for in all staff employed at TRAIN2CARE ACADEMY:</p> <p><b>Collaboration</b> – Someone/team that has the drive and energy to become more of a united workforce; has effective working relations, improved partnerships with staff, customers/residents and stakeholders and consistently champions team working. Shares their knowledge and resources to maximise opportunities and outcomes and the benefits this has brought to the organisation.</p> <p><b>Engagement</b> – Someone/team that proactively or creatively engages with and involves staff, customers and stakeholder groups and significantly increases levels of involvement and participation among certain groups, as well as the positive outcomes, particularly with those that were not previously participating in TRAIN2CARE ACADEMY's work.</p> <p><b>Excellence</b> – Someone/team that shows continual hard work, dedication and commitment and goes above and beyond the remit and responsibilities of their role on many occasions. This includes excellence in terms of customer service and cases and dealing well with difficult situations to achieve a positive outcome</p> <p><b>Respect</b> - Someone/team that has a feeling of appreciation for others; who has trust, openness and honesty, values the equality and diversity of colleagues and customers and</p>



has the highest of integrity and levels of esteem in self and others. They show appreciation, openness and courteousness towards other staff members, residents/customers, stakeholders and the organisation as a whole.

**Ambition** – Someone/team that has the flair and ability to think outside the box to come up with innovative ways to improve existing processes and ways of working. Suggestions increase efficiency, lead to cost savings or improve the service we deliver to residents or customers in another way. This also includes the personal drive and desire to grow in the organisation for self and others.

***This job description provides and indication of the role and responsibilities of the post but should not be construed as an exclusive list of duties that the post holder may be asked to undertake.***

## Person specification

<b>Qualifications</b>
Basic level of education and relevant skills, knowledge and experience.
<b>Knowledge of</b>
<ul style="list-style-type: none"> <li>• An understanding of equality &amp; diversity.</li> <li>• An understanding of health &amp; safety.</li> <li>• An understanding of the issues affecting vulnerable adults</li> </ul>
<b>Experience</b>
<ul style="list-style-type: none"> <li>• Demonstrable experience of working with vulnerable adults, whether in a voluntary or paid capacity.</li> <li>• Experience of providing assistance and/or guidance where needed with personal care</li> <li>• Experience of communicating with customers, their families and friends and giving accurate feedback to the management team</li> <li>• IT skills including use of Microsoft packages including Word</li> </ul>
<b>Skills and abilities</b>
<ul style="list-style-type: none"> <li>• Good written and spoken English</li> <li>• Good team worker</li> <li>• Good communication skills with the ability to engage with vulnerable people</li> <li>• Good organisational and time management skills</li> <li>• Ability to motivate and support vulnerable adults</li> <li>• Ability to manage a caseload of customers</li> <li>• Ability to set up and maintain administration and recording systems</li> </ul>