

JOB DESCRIPTION

JOB OVERVIEW	
JOB TITLE	Senior Care & Support Assistant
DEPARTMENT	St Helena Care & Support
LOCATION	St Helena Hospice, Mylands Hall, Bancroft Close, Colchester Community based – Colchester & Tendering
REPORTS TO	Registered manager

KEY PRIORITIES
<ul style="list-style-type: none"> • Be kind, caring and responsive to the needs of the people we support, provide high quality care and support that is safe and effective. • To provide regulated personalised care and support to people in their own homes to enable independence and enhance their wellbeing. • To provide a rapid response community care service enabling people to be safely discharged from hospital or to prevent an admission into hospital • Be a supportive leader of a team of care & support assistants, providing one 2 one supervision, training and guidance. • Be a good listener and carry out customer assessments in people own homes.
DUTIES & RESPONSIBILITIES
<ul style="list-style-type: none"> • To provide domiciliary care and support services to people living in their own home. • Provide caring and dignified personal care as described in individuals care and support plans. • Ensure that people are safe and adhere to customer and personal risk assessments. • Assist people with intimate personal care, dressing, undressing, oral health care. • Apply reablement principles, encouraging people to do as much for themselves as possible where appropriate. • Provide supervision to a team of care and support assistants. • Complete customer assessments, personalised care and support plans to ensure safe and effective care is provided. • Provide sensitive care and support to people who are at the end of their life. • Support people to mobilise using hoists, slide sheets and other aids. • Support people to manage their medication. • Undertake light household tasks, changing beds, putting on the washing. • Support with hydration and nutritional needs, preparation of meals • Maintain high standards, use PPE as directed, adhering to infection prevention guidance. • Ensure that all people are treated as individuals, respect differences and do not discriminate. • Adhere to care plans, risk assessments and provide accurate notes. • Embrace technology and use Electronic Home Care monitoring system • Communicate significant changes to a person's condition to the office. • Adhere to St Helena policies and procedures • Attend and participate in team meeting and supervision • Attend and participate in practical face to face training and e-learning as directed. • To act in a professional manner, promoting a positive profile within the local community • Uphold and demonstrate our core values, caring, passionate and bold.

GENERAL - Applicable to all roles at St Helena

All of the above activities are governed by the operational policies, Standing Financial Instructions, policies and procedures and standards of St Helena as well as legislation and professional standards and guidelines.

All employees must comply with St Helena's Equal Opportunity Policy and must not discriminate on the grounds of sex, colour, race, ethnic, or national origins, marital status, age, disability, sexual orientation or religious belief.

Employees have a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by St Helena. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.

St Helena is a smoke free organisation. Smoking is not allowed in any St Helena premises. If you would like help to give up smoking you should contact your GP or call the NHS Stop Smoking Help Line.

St Helena is a charity and all staff are responsible to ensure that funds are spent in the most sustainable and efficient way. Staff may also be encouraged to join fundraising and other business-related activities to promote the charity's financial well-being.

PERSONAL DEVELOPMENT

Be aware of own development needs and take appropriate action. Keep updated of evidence based practice and government policies related to care. Act as an effective role model at all times.

PROFESSIONAL DUTIES

To maintain personal professional status, ensuring that the requirements laid down by the relevant professional body for registration are compliant.

Exercise professional accountability as guided by the relevant professional body and maintained in accordance with the policies of the department and St Helena.

ANNUAL APPRAISAL

The post holder will be appraised on an annual basis and the process will include a review of the past year's performance, setting of aims and objectives for the coming year and identification of educational needs.

TRAINING

All staff will undertake such training as is necessary to perform the duties allocated and any mandatory requirements of St Helena. This will include mandatory training in line with your job role.

QUALITY

St Helena aims towards maintaining the goodwill and confidence of its own staff and of the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under GDPR.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

All St Helena employees are required to act in such a way that at all times safeguards (and promotes) the health and well-being of children and vulnerable adults. Familiarisation with and adherence to St Helena safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

VALUES AND BEHAVIOURS

St Helena's core values and behaviours will be embedded in our recruitment, training and development review and decision making process.

Bold	In an ever-changing world, we have the confidence and determination needed to innovate, stand out from the crowd and make a real difference every day.
Passionate	We love what we do and we are committed to our cause because it means everything to the people in our community who need our help.
Caring	People will always come first at St Helena. Everyone is welcome and everyone will be looked after as though they are a part of our extended family.

This job description is not an exhaustive document but is a reflection of the current position. Details and emphasis may change in line with service needs and after consultation with the post holder.

PERSON SPECIFICATION

ATTRIBUTE	ESSENTIAL	DESIRABLE
Qualifications	Care Certificate NVQ Level 2 NVQ Level 3 (willing to undertake)	
Experience	Experience of providing personal care Experience of working in a CQC regulated environment. Hold a full UK driving license, have use of a vehicle and hold business use insurance	Experience of working in a domiciliary care setting Carryout staff supervision Carrying out assessments, reviews and care planning
Skills & Knowledge	Embrace the use of technology Knowledge of the CQC Be solutions focused	Health and Social Care Act
Communication	Ability to write clear records and customer notes Ability to read and understand policies and procedures Ability to listen and respond to people's needs	
Qualities	Flexible and approachable Kind and caring Willing to make a difference	

	SIGNED	PRINT NAME	DATE
EMPLOYEE			

