

Job Description



Social Services Directorate Adult Services

Post Title	Care Assistant		
Post Number	Various	Grade	3
Base	Cwrt Mytton Residential Home	Hours of Work	Various
Car User Allowance	No	Disclosure	Enhanced
Contact	Joanne Hawkins	Updated	November 2014

Principal Job Purpose

Responsible to: Registered Manager/Deputy Manager and Team Leader

Responsible for: Providing care & support to older people to enable them to live a full & meaningful life.

Principal Accountabilities

1. Ensure that the principles of the National Minimum Standards & Regulations of CSSIW (Care and Social Service Inspectorate Wales) underpin all aspects of your work.
2. Support residents to participate in all decisions relating to every aspect of their lives and maintain appropriate and trusting relationships with residents.
3. Provide help, guidance and personal care as needed by the residents, ensuring that the residents' dignity and self-esteem are maintained at all times.
4. Assist residents to choose and take care of their clothing, encouraging appropriate dress for all situations and weather conditions.
5. Support residents to participate fully in social/recreational activities facilities and support residents to become good neighbours by encouraging appropriate friendships with the local people.

6. Assist/support residents to create a homely environment within the home and enable the residents to use all communal facilities
7. Support residents to maintain a high standard of domestic/personal hygiene and to be aware and advise on personal health.
8. Assist residents to register with a Doctor or Dentist of their choice, supporting them during their visits if they require it or wish it. Also assist residents to attend hospital appointments.
9. Liaise as necessary with care managers, day service staff, families, carers & colleagues and other professionals, including advocacy as necessary to promote the best interest of the resident by implementing, monitoring & reviewing individual support plans.
10. Support residents to ensure securing of their contents, confidential records, medicines, cash, keys, furniture and equipment, clothing & possessions
11. Participate in caring for the terminally ill residents in accordance with the departmental good practice documents, including offering support to the family/relatives.
12. Ensure that all personal records relating to the residents are maintained and all financial transactions are recorded in accordance with departmental procedures & guidelines.
13. Participate in any training identified through supervision & appraisal and offer guidance/advice/support to other staff members when required.
14. Contribute to, formulate & implement the business plan.
15. Attend & participate in staff meetings & any other meetings deemed necessary.
16. Observe confidentiality in all areas of work, as necessary, recognising the vulnerability of the residents.
17. Assist residents to take prescribed medications and administer such when required to do so in line with medication policy and procedures.
18. Take shared responsibility for the security of the building and the safety of service users at all times and report concerns promptly.
19. Other duties appropriate to the grade and post as directed by the Director of Social Services.
20. Ensure that the policies, procedures and guidelines established within the Blaenau Gwent County Borough Council relating to residents, staff & premises are adhered to.
21. Comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
22. Adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification – Non Managerial

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Qualifications/relevant experience					
QCF level 2 or working towards the award	Essential	✓			
Other experience					
Experience in a paid/unpaid role working in a care setting. If not qualified complete QCF Level 2 within 18 months of appointment.	Essential	✓			✓
Demonstrate experience of working with older people. Demonstrate experience of working within a team. Demonstrate experience and understanding of working with behaviours that may challenge you as an individual or the service	Essential	✓ ✓ ✓			
Knowledge/Skills					
An understanding of the principles that underpin a quality care environment i.e. Privacy, dignity, respect, independence and rights. Knowledge of minimum standards set by Care Standards. Knowledge of the ageing process, including physical, social and psychological needs of older people.	Essential		✓ ✓ ✓		
Have an understanding of the relevant Health and Safety Legislation for Movement and Handling	Desirable		✓		
Have an understanding of the principles of the Mental capacity Act	Desirable		✓		

2. Special Requirements	Essential	Desirable
Aptitudes		
<ul style="list-style-type: none"> Be able to communicate effectively verbally and in writing Ability to promote the rights, dignity and choices of Service Users Be able to carry out practical tasks and give support to Service Users when assisting with their personal needs Be able to work without close supervision Be committed to training and developing own skills Be able to assist/support residents to enable them to maintain/achieve greater independence Be able to write, implement, monitor & review the resident's Individual Support Plans 	All aptitudes are Essential	
Personal attributes		
<ul style="list-style-type: none"> Demonstrate respect for clients' needs and wishes, the maintenance of their dignity and independence Ability to work flexible hours including weekends A commitment to the development of performance through supervision and training Understand and respect the principles of confidentiality 	All attributes are Essential	
Equal Opportunities		
Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Blaenau Gwent County Borough Council	Essential	

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Assessment Method					
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance	✓			✓
	Involves line manager/colleagues in setting and meeting targets	✓			✓
	Reorganises work when necessary	✓			✓
	Sees tasks through to completion whenever possible	✓			✓
	Seeks help if workload becomes unmanageable	✓			✓
	Uses initiative to report issues that arise that impact on others	✓			✓

Assessment Method					
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results		✓		✓
	Understands that changes are needed if things are to be improved		✓		✓
	Finds new and creative ways of doing things better		✓		✓
	Actively seeks to develop own skills and knowledge		✓		✓
	Learns from mistakes & welcomes constructive feedback		✓		✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service		✓		✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent		✓		✓
	Understands the links between own professionalism and the possible impact on the Authority's image		✓		✓
	Has a professional attitude that sets an example to colleagues		✓		✓
	Takes pride in own work and that of colleagues		✓		✓
	Is respectful, courteous and helpful at all times		✓		✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests		✓		✓
	Recognises potential value of others' opinions and actively seeks their contributions		✓		✓
	Asks for help when necessary		✓		✓
	Actively seeks to help others		✓		✓
	Is aware of the impact of own behaviour on others		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand		✓		✓
	Makes sure that people are regularly informed		✓		✓
	Uses appropriate language, gestures and tone when talking with others		✓		✓
	Checks others have understood & seeks advice when necessary		✓		✓
	Actively seeks to improve all forms of communication with others		✓		✓
	Communicates professionally by using formal channels appropriate to the situation		✓		✓