

Care Assistant Job Description

Reports to: Registered manager or supervisor

Purpose of role

To support service users with all aspects of their day-to-day living, so they can enjoy the best possible quality of life. You will mostly work alone with the service user in their home. Providing care and support offers many rewards but can also be challenging. Compassion, good communication skills and a calm and caring manner are essential for this important role in our company.

Key responsibilities

To provide safe, reliable, compassionate care and support to meet the individual needs and wishes of each service user. Each person is unique. You must respect each service user's choice about how **their** care and support is always given and promote their dignity.

You may be the only person the service user sees over a period of time; it is therefore essential to report any changes or causes for concern to your line manager promptly. You need to be clear about when to seek help and advice to keep service users safe and promote their wellbeing.

Duties

Care and support

Give non-discriminatory care and support that values the whole person rather than merely seeing a list of care needs. Carefully listen and observe how each service user prefers their care and support to be delivered on a day-to-day basis. Help them make their own decisions so they can be as independent as possible.

Follow the instructions in the care and support plan agreed with each service user. This may include:

- All aspects of personal care such as showering and bathing, dressing, and grooming, dental hygiene, toileting, and continence care.
- Supporting the service user to eat and drink well. For example, helping the service user to plan what to eat and drink, giving gentle encouragement, shopping, preparing and serving food and drinks, clearing the table, washing up and keeping the kitchen area clean and tidy, agreeing with the service user how to store food safely and when to dispose of out-of-date produce.
- Safely using aids and personal equipment in a manner that respects the dignity of service users. For example, walking frames, wheelchairs, manual and electric hoists, sliding sheets and moving boards, hearing aids and other physical aids.

- Housework such as dusting, tidying, washing floors, vacuuming, and sweeping, doing the laundry and ironing, making beds and changing the linen.
- Social and physical activities or mental stimulation such as keeping in touch with friends/relatives, taking a service user out shopping or to social activities, hobbies such as reading, photo albums, games, etc.
- Supporting a service user through temporary and terminal illness, including end of life care, hospital appointments, liaising with community health support and families.

Record and report all relevant service user information

- The care and support that you provide and assistance with medicines.
- Changes to a service user's condition or other concerns (e.g., faulty equipment or hazards in the home)
- Response to emergencies, accidents, incidents, and safeguarding matters
- Contact with families or carers and other professionals.
- Other matters as required by Strassen Care procedures.
- Keep all information about service users and their families secure and confidential.

Work well as part of the Strassen Care team

- Follow Strassen Care policies, procedures, and guidance at all times.
- Take part in staff and service user meetings.
- Attend training activities, supervisor, and appraisal meetings.

This list is not exhaustive, and you may be asked to carry out additional duties. We will provide you with full training in line with regulatory requirements.

Role specification

This provides a picture of the skills, knowledge and experience you must have to carry out the role. You should demonstrate how you meet the 'essential criteria' by giving examples where possible. We will use this information to select suitable applicants for this post.

Essential criteria
Personal attributes
Caring and compassionate towards people in need of care and support
Dedicated to non-discriminatory care practice. This means respecting people suffering from a range of medical conditions with different backgrounds and beliefs to your own.
Self-motivated and keen to learn. Willing to seek guidance when needed and to follow instructions
Excellent timekeeper and reliable
Good hygiene practice, including personal hygiene and a smart appearance
Good stamina and level of fitness to meet the physical demands of the job

Knowledge and understanding
General understanding of the needs of people who require care and support
Respect for the rights of our service users. Understanding the importance of giving the best possible care and support centred on the individual needs and wishes of each service user.
Understanding about the importance of confidentiality and what this means as a care assistant
Experience and skills
Ability to listen, communicate clearly and build positive working relationships with service users, their families, Strassen Care staff and other social and health care professionals
Ability to give care and support to service users with all aspects of their daily living. To always respect their dignity, privacy, and choices, be non-judgmental and promote their independence.
Good organisational skills, so service users receive the services they expect.
Ability to use own initiative and work alone or as part of a team especially in an emergency.
Numerical skills to support service users in managing their money and buying shopping or paying bills when requested to do so
Ability to keep written records in clear English about the care and support given to each service user, including help with medicines.
Ability and willingness to follow Strassen Care's policies, procedures, and instructions and to participate in relevant training
Additional requirements
All staff are expected to meet regulatory training standards. Care assistants must attend initial induction training with Strassen Care before providing care and support to our service users. During the first 12 weeks, you will continue to receive on the job and classroom-based training to help you fully understand your role. You must be willing to participate in ongoing training so you can continue to give good and safe care and support.
You will need to obtain an Enhanced Disclosure from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA)
Class 1 business insurance and current MOT (if using own car for business purposes)

Desirable criteria
A relevant care and/or health qualification
Previous experience as a care assistant or as an unpaid carer
Knowledge of how to recognise abuse and safeguarding procedures

Working knowledge of health and safety matters relating to home care
Flexible approach to working
Full drivers' licence – no more than 6 points

Post holder declaration

I agree to fulfil the duties and responsibilities to the best of my ability within this role.

Name:

Signed: Date: