

ACCORD HOUSING ASSOCIATION

CARE AND SUPPORT

Care Assistant Extra Care Services

Job description

Responsible to: Deputy Manager/ Senior Support Worker

Hours: Full/part time as specified, including shift working, some weekends and Bank Holidays.

Statement of Service Purpose

Extra Care Services

To support older adults with physical disabilities, long term health conditions, dementia and mental health conditions to continue to lead active, independent and fulfilled lives in line with the scheme objectives

Key Responsibilities

Work as part of a team to enable service users to exercise choice and develop/maintain independence within a residential and care setting.

Work within Accords philosophy of care, demonstrating understanding and commitment to the rights of people within this client group.

Work flexibly providing one to one care to service users in all aspects of their daily living, enabling them to do things for themselves where they are able. When needed support service users to undertake tasks in accordance with their care and support plan.

Promote Independence

Facilitate and support service users in decision making; promoting choice and independence.

Supporting service users in: -

- personal washing/bathing, moving and handling using appropriate equipment
- dressing/undressing
- enabling service users to eat and drink well, including support with feeding when required
- cleaning and tidying rooms
- participating in activities within the service, visits/ planned outings and holidays as appropriate
- accessing medical care and therapies
- ensure medical emergencies are dealt with appropriately
- maintaining contact with friends and family within the wider community
- complying with the terms of their tenancy/licence and any house rules

Ensure that service user's individual needs are met through effective care and support planning and review.

Ensure that medical needs are met.

Support service users in advocating their own needs and wishes

Ensure that service user's personal property and clothing is maintained to a high standard reporting any issues to senior staff.

Service user participation

Promote service user empowerment; support service users to help them express their views and make informed choices and decisions in respect of: -

- care and support plans
- complaints and concerns
- how services are delivered and managed,
- the maintenance and repair of the buildings and equipment
- house activities and community engagement
- the appointment of staff.

Managing and developing services

Contribute ideas and support the team and Scheme/Day Centre Manager in developing activities and services to meet identified needs that will support individual/community well being and individual and cultural identity

Working in a team and with others

- Contribute positively to working in a team, participating in and service delivery reviews and service user meetings
- Work with colleagues and when requested lead in delivering activities and services for service users
- Maximise own personal development by positively engaging in induction, supervision, training, appraisal and team meetings.
- Work with colleagues and service users to share in the domestic tasks that support the overall running of the service for example; shopping, preparing meals, maintaining environmental hygiene, and undertaking cleaning.

Liaising with others

- Work positively with Accord colleagues, participating in Accord Group wide events and training.
- Liaise and work with other agencies, health and social care professionals as required in consultation with senior staff.
- Liaise with families and carers, working together positively to meet the needs of service users
- Act in a professional manner while on duty and when representing Accord.

Financial control and record keeping

- Maintain accurate and up to date service user, financial and other relevant service records.
- Ensure that all monies, including service user's finances are accounted for in accordance with policy and procedure

Record keeping, data management

- Complete service user files, reports care/support plans and other written documents in an accurate, understandable manner and in line with statutory requirements
- Maintain confidentiality of records and information relating to service users and staff in accordance with Accord's Confidentiality Policy

Health and Safety

- Manage risk to service users, self, the team and others by working within a risk assessment framework. While not denying opportunities for positive risk taking
- Ensure the safety and security of the building, including visitors while on duty. Maintaining accurate records in line with Health and Safety requirements.
- Comply with all health and safety legislation in respect of food hygiene, moving and handling, the handling and storage of medication, cleaning and chemical storage, and fire safety practices.

Quality and regulatory compliance

- Ensure repairs are reported promptly and work completed within appropriate timescales, ensuring the continued provision of good quality housing, environment, equipment, fixtures, furnishings and fittings.
- Abide by Accord policies, procedures and guidelines, ensuring compliance with relevant legislation and care standards, including the National Care Standards Commission and General Social Care Standards Council

Person Specification

Experience

- Experience of working with people within the specified client group
- Personal experience of care/supporting family/friends with learning disability, physical disabilities, mental health or older people.
- Ability and willingness to undertake personal care
- **Knowledge**
- Basic understanding of how rights, dignity, privacy, respect, & choice are important when providing care.
- Knowledge/awareness of the service user group in a paid or unpaid role
- Ability to demonstrate knowledge of health & safety in creating a safe and homely environment

Key competencies:

Communication

- Able to demonstrate good verbal and non verbal communication skills
- Understanding of the need to use different forms of communication to support service users with limited or no spoken language or who are deaf or hearing impaired or have learning a disability or dementia
- Able to read and record information accurately, objectively & legibly
- Ability to provide relevant and appropriate feedback to colleagues and managers
- Awareness and understanding of service user's confidentiality

Team working

- Ability to work as part of a team comprising people with varying roles & responsibilities
- Able to work under own initiative and solve problems

Education and training

- NVQ Level 2 or willingness to work toward qualification
- Basic level of education
- Other relevant qualifications in Health & Social Care

Specialist skills (full training given)

- Lifting/moving & handling
- Basic Food Hygiene
- Health and safety

Other

- Able to work flexibly including evenings and weekends
- Ability to transport service users
- Demonstrable interest and enthusiasm for working with people within the specified client group