

JOB DESCRIPTION

Title: Care Assistant

Responsible To: Care Team Leader / Assistant Care Home Manager

Responsible For: N/A

Overall Purpose:

Under the general supervision of the Care Team Leader and Assistant Care Home Manager, to carry out all responsibilities in a way which respects the rights and dignity of the individual and promotes independence.

To work in accordance with the aims and objectives of the Care Home and the principles and practice in residential care for older people as outlined by CHS Group.

1.0 Physical Care:

- 1.1 To assist residents who need help with physical tasks such as dressing, undressing, washing, shaving, bathing, toileting, eating and drinking, etc as recorded on care plans.
- 1.2 To respond to call bells and emergencies appropriately and to involve the Care Team Leader or a member of the Care Home Management Team as applicable.
- 1.3 To assist residents with mobility problems and help in the use and care of aids and personal equipment.
- 1.4 To care for residents who are temporarily unwell.
- 1.5 To apply minor dressings as necessary.
- 1.6 To help promote continence through implementing toileting programmes as per care plans, emptying and cleaning used commodes, catheter care, etc.
- 1.7 To help care for residents who are terminally ill and to ensure that they are comforted and their dignity is maintained.
- 1.8 Support residents who are awake, encourage and involve them in activities.

2.0 Meeting Social and Spiritual Needs:

- 2.1 To talk to residents, help and encourage them to maintain contact with family, friends and community organisations.

- 2.2 To help residents maintain contact with their churches/places of worship, and to ensure that their religious needs are catered for.
- 2.3 To help with activities and encourage hobbies and interests.

3.0 Care of Residents, their Possessions and Equipment

- 3.1 To act as a key worker to an agreed number of residents, maintain and update all written records as appropriate.
- 3.2 To make and change beds as necessary and to help residents tidy their rooms in accordance with their wishes.
- 3.3 To report to a member of the Care Home Management Team any defects in equipment or the building.
- 3.4 To check and clean all equipment used, as required (eg wheel chairs, walking frames, bath hoists, commodes, etc).
- 3.5 To administer medication in accordance with appropriate training and medication policy and procedures.

4.0 Miscellaneous:

- 4.1 To read and write notes concerned with residents care, reports, records, residents diary sheets, contribute to care plans and other matters which need to be communicated between employees.
- 4.2 To attend team meetings, supervision meetings and training sessions and to ensure that any training needs identified are met.
- 4.3 To answer the telephone if a member of the Care Home Management Team is not available, to answer the door, greet visitors and confirm identity, ensuring that the appropriate records are updated.
- 4.4 To participate in the quality assurance strategy to ensure that agreed high standards of care are always met.
- 4.5 To comply with the CHS Group Health and Safety Policy and contribute to good health and safety practice, ensuring that the risk assessment process is fully utilised to eliminate or manage risks within the residential care home.
- 4.6 To comply with the CHS Group's Equality and Diversity Policy Statement
- 4.7 To comply with all aspects of the CHS Code of Conduct and CHS behaviours
- 4.8 To participate in the quality assurance strategy to ensure that agreed high standards of care are always met
- 4.9 To comply with CHS's Schedule One Policy and Procedure (Housing Act 1996) relating to any possible conflict of interest relating to the business of CHS.

- 4.10 To carry out any other duties consistent with the nature and scale of the post as may be required from time to time to ensure the well being of the residents and the home, and support the general running of the home.

Behaviours:

1. **Communication** – takes steps to keep others informed about what they need to know
 - Keeps people properly informed
 - Communicates to people in the way agreed with them
 - Listens to comments that people make and takes them into account when communicating to groups or individuals
2. **Customer Focus** – seeks to understand the needs of internal and external customers and aims to exceed these consistently
 - Listens to and understands what customers have to say
 - Passes on relevant comments to the appropriate person when does not have the authority to handle the matter themselves
 - Has a clear plan as to what is expected to be achieved for their customers
3. **Flexible and Adaptable** – adopts a practical approach to achieve the required results
 - Looks for the benefits and ways a new idea might work before identifying potential problems
 - When it is necessary, is prepared to assume other roles
 - Listens to and discusses new ideas
4. **Teamwork** – works effectively with others and ensures team objectives are met
 - Shows understanding of colleagues when they are under pressure
 - Helps colleagues where possible when they are struggling
 - Acknowledges the good things others do

As the needs of the organisation change rapidly, this role will change accordingly, therefore this document should be viewed as guidelines which are subject to change