



## **ADULT COMMUNITY SERVICES**

### **SENIOR CARE & SUPPORT STAFF**

#### **PSE GRADE C**

#### **JOB DESCRIPTION**

##### **JOB SUMMARY:**

Under the general direction of the Extra Care Scheme Manager, to provide personal care, basic health care and practical support as determined by assessed needs to enable individuals to live as independently as possible in their own home. This will involve providing services to encourage tenant functional rehabilitation.

To be part of a care support team, providing a flexible service 24 hours a day, 7 days a week, including bank holidays. Part-time shift work, 8am-3pm or 3pm-10pm, includes weekend and Bank Holiday working.

You will be an experienced Care & Support Staff who could provide cover for Duty Managers and have responsibility for dealing with emergencies and the service on a shift basis. This will include supervising four PSE Care & Support staff (you will be paid an additional allowance when acting up).

##### **KEY TASKS:**

##### **SERVICE AREA**

- With the Extra Care Scheme Manager to participate in the formulation of detailed Team objectives and policies.
- With the Extra Care Scheme Manager to ensure the effective and efficient implementation of service area policies and the achievement of the service area's objectives, including financial ones.
- To contribute to co-operative working across services in accordance with the scheme Vision and Values. To contribute to cross-service initiatives as required.
- To assist in ensuring the Team's services are responsive to community needs and that equal opportunity and health and safety issues are identified and addressed effectively.

- To assist in ensuring effective external and internal working relationships are established and maintained with organisations and agencies relevant to the work of the service.
- To ensure effective and accessible communication with staff, tenants, the general public and others as appropriate.

### **FUNCTIONAL**

- To be able to respond to urgent situations and provide cover for other members of the team. This may include the post holder agreeing to be available during the night.
- To be part of a care support team which provides a flexible service, 24 hours a day, 7 days a week including bank holidays. The working arrangements will include evenings, weekends, nights and bank holidays on a rostered basis.

### **TENANT CARE**

- To provide essential holistic care and support to meet tenants' physical and psychological needs and to promote the continuing spiritual, family and social life of tenants including helping them to maintain social interaction with their family, friends and the community in line with their wishes.
- To plan and organise appropriate care and support tasks and activities for wide range of service users to meet their health, social care, cultural, social and religious needs consulting with Scheme Manager as appropriate.
- To develop appropriate and professional relationships with tenants and carers, which value them as individuals, including establishing and maintaining effective communication.
- To promote and maintain person-centred service.
- To act as a Key Worker to a number of tenants. This includes preparing relevant information about them both verbally and in writing and participation in Review meetings.
- To keep up to date written records regarding individual tenants as required.
- To maintain high standards of confidentiality at all times.
- In accordance with the individual tenants care/service plan to provide personal and practical care to all tenants regardless of their ethnicity, gender, sexual orientation, impairment, age, HIV status, or any other health condition, following instructions and recognised training received.
- To monitor the general health and well-being of tenants for any signs of deterioration and report to the senior member of staff on duty or appropriate medical or nursing practitioner in the case of emergency so that early intervention can be provided and

preventable measures taken. There may be a requirement to accompany a tenant for a medical appointment.

- To assist tenants with medication under the supervision of the senior member of staff and in accordance with States of Guernsey's Policy's.
- To work with individual tenants, enabling them to maximise their independence and encouraging them to achieve their full potential.
- To assist in maintaining the general appearance and cleanliness of the tenants' flats e.g. some cleaning and the use of vacuum cleaners.
- To respond to emergency situations under supervision and provide cover for other Support Workers where necessary (this may be in another Extra Care Scheme if needed to respond to an emergency situation).
- To be responsible for reporting any concerns about security, fire and call systems in the day to day carrying out of duties and to be prepared to undertake security checks of the extra care setting as directed.
- To participate in the quality assurance monitoring system.
- To promote and maintain a supportive living environment to meet the needs of tenants.

#### **HEALTH AND SAFETY**

- To promote, monitor and maintain health, safety and security in the workplace.
- To follow the requirements of the Health and Safety regulations, Food Hygiene Regulations, and to be responsible for the safe use/storage of cleaning materials in accordance with CoSHH regulations.
- To be involved in the completion of risk assessments and be responsible for accurately reporting any situations that could be considered hazardous to the appropriate person/line manager.
- To use moving and handling equipment as necessary to support tenants.

#### **ADDITIONAL RESONSIBILITIES (ONCE APPROPRIATELY TRAINED)**

- To be responsible for managing each shift and for the day to day running of the service. This may be via a computer based care management programme.
- To provide shared on call support to the staff team in addition to your normal working rota. Responding to emergency situations when contacted via phone.
- To assist the Manager in preparation, implementation and review of individual care plans and risk assessments, and attend reviews.

- To plan work and work rosters, and manage each shift deploying staff effectively and efficiently, providing the required cover and taking lead responsibility (in the Manager's absence) in this role.
- To supervise Care and Support workers and provide the highest standard of care and support for tenants / service users and act as a role model for staff team.
- To be responsible for the supervision of the scheme in the absence of the Duty Manager. This will include deploying staff resources effectively being the first point of contact for dealing with all emergency situations.
- To understand and be responsible for safe working practices including carrying out and implementing risk assessments bringing concerns quickly to the Extra Care Scheme Manager's attention if unable to resolve them at the time.
- To promote and encourage effective teamwork.
- To work flexible hours to include evenings and weekend working. To be able to respond to emergency situations and provide cover for other staff where necessary (this may be in another Extra Care Scheme if needed to respond to an emergency situation).
- To order repeat prescriptions for tenants / service users in line with their wishes and as prescribed by their medical practitioner. To administer and/or offer medication strictly in accordance with the Extra Care medication policy.
- To contribute to the control of financial systems, in line with audit requirements as set out in policies and procedures.
- Assist with identified activities as set out within social and health care rehabilitation programmes, enabling tenants / service users to maximise their independence; whether this be within the Extra Care Scheme itself or the local community.
- Contribute to the protection of individuals from abuse through the adherence to the Safeguarding Vulnerable Adults Policy and at all times relating any issues or concerns to a Duty manager and to undertake lead responsibility in this role out of hours.
- To promote, monitor and maintain health, safety and security in the workplace in accordance with Department procedures.
- To liaise with emergency and support services as necessary including ambulance, fire brigade, property services and police and take a lead in this role, out of hours.
- Keep up to date written records about individual tenants / service users and maintain confidentiality of information in accordance with Policy and Data Protection legislation.
- Complete any administrative procedures and related forms and use appropriate information as required.

- Assist in the training and take a lead role in the induction and professional development of new staff and the promotion of safe working practices, contributing to the implementation of Health & Safety at work.

## **KEY CRITERIA:**

### **ESSENTIAL**

1. Possession of VQ Level 2 in Health and Social Care or commitment to work towards VQ 3 within the first 2 years of appointment, or as agreed with the line manager.
2. Demonstrable understanding of and commitment to delivering individualised, person-centred care and rehabilitation for older people.
3. Demonstrable listening skills.
4. Ability to communicate effectively both orally and in writing.
5. Awareness of the needs of the tenant group and relevant policies and procedures (e.g. Health & Safety, Adult and Health Services).
6. Ability to develop effective working relationships with tenants and other team members.
7. Ability to manage time and prioritise workload.
8. A commitment to and responsibility for personal development and actively to take advantage of training opportunities.
9. Ability to undertake shift work.

### **DESIRABLE**

10. Experience in a similar care setting, including the care of those with dementia.
11. Life/work experience relevant to the post advertised.
12. Awareness of the ageing process and current changing care practice philosophies for the future.

### **Specialist Training:**

- First Aid to an appropriate level
- Lifting/Moving & Handling
- Basic Food Hygiene
- Health and Safety awareness and training

**Attitudes and Values:**

To ensure that the following attitudes and values are reflected in all working practices:

- Commitment to person-centre care and promoting independence
- Fostering equality, diversity
- Observing individual's right to dignity, choice, respect and privacy
- Contributing to the protection of individuals from abuse