

**Job Description**

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| **Department** | **Adults** |
| **Job Title** | SENIOR CARE ASSISTANT |
| **Grade** | GRADE E + 7 % |
| **Primary Purpose of Job** | To ensure all care is delivered to the standard required by the Care Quality Commission, in line with the policies, procedures and quality standards of the department.  To assist the Service Manager and Care Supervisors with the onsite care provision within the bed-based service.  To allocate and monitor the work of Care Assistants, promoting best practice and compassionate care and support.  To be responsible for the administration of medication in line with agreed procedures.  To support with overall building security and wellbeing of service users throughout the day. |
| **Reporting To** | Service Manager and Care Supervisors. |
| **Direct Staffing Reports** | Care Assistants / General Assistants |

**Main Duties**

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| **1** | To supervise, allocate and monitor the work of Care Assistants, supporting them to provide practical and person-centred care, responding effectively to an individual’s care needs, considering their requests, enabling the delivery of a responsive service in accordance with agreed procedures and best practise. | |
| **2** | To take responsibility for the administration of medication in line with set procedures. | |
| **3** | Contribute to the protection of individuals, and prevention of harm, abuse or neglect, ensuring the security of the premises throughout the day. | |
| **4** | To support individuals with their personal care, demonstrating compassion with their physical comfort, while maintaining their dignity and respect. | |
| **5** | Effectively communicate with individuals, listening and reacting to their needs, adapting communication approaches when providing support to those with specific communication needs. | |
| **6** | To receive, input, use and accurately record information about all service user care, in accordance with guidance and instruction. | |
| **7** | To provide food and drink for individuals and help them to eat and drink when required, taking into account dietary and care plan requirements. | |
| **8** | To carry out safe moving and handling of individuals, following mandatory training, in accordance with an individual’s skills plan and use the required equipment. | |
| **9** | To monitor and maintain a safe and clean environment. | |
| **10** | To contribute to the effectiveness of work/teams, by encouraging best practise and learning. | |
| **11** | Carry out direct observations of care staff to support quality practise and improvement, supporting staff to maintain and update their mandatory training needs. | |
| **12** | Respond to emergency situations appropriately, by following agreed protocols, to ensure an effective and safe response. | |
| **13** | To contribute and support multi-disciplinary teams, sharing appropriate information, listening to service users, valuing their input, to help deliver individualised programmes of care. | |
| **14** | To contribute to the planning, provision and review of an individual’s care and skill plans, that supports improvement and appropriate discharge outcomes for services users. | |
| **15** | To support and respond accordingly to individuals who are distressed, demonstrating kindness in your response and intervention, seeking guidance from Care Supervisors as appropriate. | |
| **16** | To report any concerns, issues or incidents to Care Supervisors, recording these appropriately. | |
| **Date Job Description prepared/updated:** | | **September 2024** |
| **Job Description prepared by:** | | **Head of Service – Integration**  **Mandy Woods** |

**Person Specification**

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| **Department** | | **adults** | | |
| **Job Title** | | **SeNIOR care assistant** | | |
| **Stage One** | | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see Carers-Charter-FINAL.pdf (gmhsc.org.uk) are guaranteed an interview if they meet the essential criteria for the role | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | |
| 1. | Demonstrate ability to provide personal care for individuals, using a person-centred care approach that supports their daily living with dignity and respect. | | | Application Form/ Interview |
| 2 | Ability to identify risks to service users, identifying those who are at risk of abuse, and react accordingly. | | | Interview |
| 3. | Ability to allocate and monitor care assistant’s work, supporting best practice. | | | Application Form/ Interview |
| 4. | Ability to support individuals to administer their own medication or to administer medication on their behalf, in line with agreed procedures. | | | Interview |
| 5. | To be able to react to and use information that is provided verbally, in writing or electronically. | | | Application Form/ Interview |
| 6. | Demonstrate effective communication skills with service users, and where there are communication differences. | | | Application Form/ Interview |
| 7. | Ability to prepare food and drink, and support individuals to consume where required. | | | Interview |
| 8. | Ability to safely move and handle individuals, in line with the Council’s moving and handling policy. | | | Interview |
| 9. | Ability to contribute to the planning, monitoring and review of care and skills plans, supporting multi-disciplinary teams and individuals who are experiencing change in care requirements/provision. | | | Interview |
| 10. | To have the ability to work effectively as a team member and be able to develop oneself in own area of work. | | | Application Form/ Interview |
| 11. | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section. | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | |
| 1. | Experience of providing care in a formal setting. | | | Application Form/ Interview |
| 2. | Care Certificate | | | Application Form/ Interview |
| **3. Work Related Circumstances** | | | | |
| 1. | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | | | Application Form/ Interview |
| 2. | Our behaviour and decision making to help achieve our vision is guided by the Council’s framework of Values & Behaviours, and CQC’s Standards. All employees are expected to be mindful of these when undertaking their work. | | | Interview |
| 3. | This role requires the job holder to work outside of normal office hours, for example at evenings, weekends and Bank Holidays including shift work to meet the needs of the service. | | | Interview |
| 4. | This role requires the job holder to be physically fit and able to carry out aspects of the job such as lifting/carrying/standing for lengthy periods. | | | Interview |
| 5. | This role has a minimum age requirement due to the nature of the position of 18 years. | | | Interview |
| 6. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service with check of relevant barred list(s) | | | Interview |
| **STAGE TWO** | | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | | **Method of Assessment** |
| **1. Experience/Qualifications/Training etc** | | | | |
| 1. | Experience of working as a Senior Care Assistant in a formal setting. | | | Application Form/ Interview |
| 2. | Willing to work toward QCF Level 3. | | | Application Form/ Interview |

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| **Date Person Specification prepared/updated** | **September 2024** |
| **Person Specification prepared by** | **Mandy Woods** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





