

Job title: Carer	
Reports to: *House Leader or Day Care Lead or Independent Living Leader (dependant on location)	Reporting to job holder: Not Applicable
Overall purpose: To provide high quality, person centred care services to residents which meets their individual personal, social and emotional needs and which promotes and encourages individual resident’s independence, dignity and choice within their home or a residential or day care environment.	
Principal accountabilities: <u>Planning and organising</u>	
<ul style="list-style-type: none"> • To deliver person centred care to meet residents’ personal, nutritional, social and emotional care needs ensuring their involvement in all aspects of their well-being. • To provide an appropriate level of assistance to residents in respect to their personal care needs including dressing, undressing, bathing and toileting, whilst maintaining maximum independence for residents. • To provide an appropriate level of assistance to residents to meet all aspects of their nutritional needs including, feeding, promoting choice, preferences and independence. • To participate in social interaction with residents at all times. • *To administer prescribed medicines or homely remedies to residents or assist residents to take their medication/homely remedies, in compliance with current legislative requirements when assessed as competent to do so. • To complete and update Resident’s care plans, medical records and other records as directed by the House Leader or Day Care Lead or Home Care & Resident Liaison Leader (dependant on location). • To participate in the implementation of quality assurance programmes within the services within which the post holder operates as required. 	
Carers in residential and day care settings only	
<ul style="list-style-type: none"> • To encourage and support residents to participate in activities and engagement opportunities that are person centred and specific to resident’s level of physical, emotional and cognitive abilities. • To support new residents, their families and visitors to settle in at the Centre/Village and encouraging them to feel at home. • To accompany residents on off-site activities, where required. • *To undertake key worker role with allocated residents. 	
(Note: * denotes tasks to be undertaken after successfully completing Induction/Probationary period and following receipt of accreditation where applicable).	

Business focus

- To comply with current Fire, Health & Safety at Work, Environmental Health and associated legislation by observing Ben's policies and procedures and carrying out safe procedures and practices at all times, following appropriate reporting arrangements as required.
- To work within the required Care Quality Commission (CQC) standards and Ben policies and procedures at all times.
- To follow current infection control guidelines to minimise risk to residents, visitors and Ben.
- To identify and report any incidents of alleged or known abuse by or to any resident, complying with Ben's Safeguarding guidelines and reporting procedures.
- To comply with Ben's protocols and requirements on maintaining confidentiality.

Communication

- To communicate effectively and appropriately with residents, their relatives, visitors and the wider multi-disciplinary team within the Village
- To liaise where appropriate with Housekeeping services and Facilities Management services to ensure the cleanliness and safe environment of the Centre/Village, reporting any risks or hazards to the *House Leader or Day Care Lead or Home Care & Resident Liaison Leader (dependant on location) without delay.
- To report any change, however slight, in resident's condition verbally and in writing where required to do so to the *House Leader or Day Care Lead or Home Care & Resident Liaison Leader (dependant on location) and seek guidance and assistance on the appropriate course of action to implement.
- To report immediately or as soon as reasonably practical any complaints, accidents or incidents involving colleagues, residents or visitors to the *House Leader or Day Care Lead or Home Care & Resident Liaison Leader (dependant on location).

Managing performance

- To support the maintenance of a performance and service excellence culture within the Centre/Village.
- To participate in the assessment and evaluation of the quality and effectiveness of care/home care services provided to residents and contribute to the development and implementation of service/standard improvement plans as required.
- *To support and assist new staff under the supervision of the *House Leader or Day Care Lead or Home Care & Resident Liaison Leader (dependant on location) and act as a mentor to new starters as required.

(*Note: Post Induction only)

Stakeholder relationships

- Represent Ben and the Centre/Village in a positive manner, and where appropriate, liaising with relatives, friends, carers and other professionals and agencies.

Achieving resident service excellence

- To support the delivery of a consistent level of resident service to all residents, their relatives and friends, ensuring that the Centre/Village or is viewed in a positive way.
- To recognise residents' individual rights to dignity, privacy, choice and confidentiality.
- To value and support diversity and equality of opportunity for our residents and colleagues.

Additional duties

- To attend meetings and training sessions as required to support continuous learning and development and performance improvement.
- To contribute to the effective, efficient and safe operation of the Centre/Village by working in different Houses/areas within the Centre/Village, when required.
- To undertake any other duties specified from time to time by the *House Leader or Day Care Lead or Home Care & Resident Liaison Leader or Care Centre Manager, Community Engagement Manager or Independent Living Manager (dependant on location).

Carers in residential care settings only

N.B. Night Staff are expected to be awake for the duration of their shift.

- To ensure residents are regularly checked, according to their needs, having proper regard for their privacy.
- To ensure the security and safety of the building, according to written policies and procedures.

This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.

Deliverables – Key measures:

Planning and organising

- To contribute to the provision of care services to residents which ensures that their physical, social and emotional needs are met whilst ensuring resident's dignity, choice, and independence are maintained at all times.
- To participate, as required in audits and quality assurance programmes to evaluate standards of service delivered to residents.

Business focus

- To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met to support decisions made and that they are of least risk.
- Problems are avoided due to policies and procedures being followed.

Communication

- Regular and effective communication with residents, their relatives and the wider multi-disciplinary team results in a safe and secure environment for residents to live as independently as possible and ensures a positive resident's experience.

Managing performance

- To support the delivery of agreed service/quality improvements for care/home care services within agreed timescales.
- New colleagues receive dedicated assistance and mentoring from a more experienced colleague to improve their induction experience within their role and to address issues\concerns in a timely manner.

Stakeholder relationships

- Stakeholders experience professional, positive and helpful interactions with Ben colleagues.

Achieving resident service excellence

- To contribute to the delivery of a consistent level of resident service to residents, their relatives and friends, ensuring the Centre/Village is viewed in a positive way.
- Residents and colleagues experience a positive and engaging environment where they are treated with respect and their differing needs are recognised, valued and responded to appropriately.

Additional duties

- Accept ad hoc tasks/duties as required.

PRIDE values

To embody and deliver the role of Carer in line with our values:

Passionate

Respectful

Inclusive

Driven

Empowered

Experience required:

- Experience of working in a care role in either a home care, residential or day care setting is desirable although not essential.

Technical Knowledge:

- Demonstrate an understanding of the role of a carer in a residential, day care or home care setting.
- Apprenticeship standards Adult Care Worker (Level 2) is desirable.

Other significant role requirements:

- Demonstrate the Core Behaviours for the role on appointment or following successful completion of induction\probationary period where new to a carer's role.
- Demonstrate the role specific standards as set out in the Skills for Care certificate on appointment or following successful completion of induction\probationary period where new to a carer's role.
- Ability to deliver care services to residents which meets their needs in a sensitive and respectful manner and which maintains a maximum level of independence.

- Able to work in partnership with residents, relatives and other professionals to achieve positive outcomes for the resident.
- Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to residents and colleagues.
- Literacy and numeracy skills to read and understand procedures, produce reports and other documents and undertake routine as well as more complex administration tasks accurately.
- Effective interpersonal skills to build and maintain positive working relationships with residents, colleagues and other visitors to the Village.
- Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.

Date updated: 09/10/2019