

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.	
<u>Business focus</u>	
<ul style="list-style-type: none"> • 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 	
<u>Communication</u>	
<ul style="list-style-type: none"> • 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) 	
<u>Managing performance</u>	
<ul style="list-style-type: none"> • 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 customer 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 customer 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 a Senior, IT and Infrastructure Manager 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:

- Apprenticeship standards Adult Care Worker (Level 2) is desirable

- Demonstrate an understanding of the role of a carer in a residential, day care or homecare setting

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

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