



## JOB DESCRIPTION

### JOB DETAILS

JOB TITLE:	Lead Senior Care Assistant
HOURS:	40 hours per week
REPORTING TO:	Clinical Care Manager

### JOB SUMMARY

Reporting to the Clinical Care Manager, Lead Senior Care Assistant is responsible for ensuring a high level of care is provided to our residents and meets the code of conduct and company procedures.

The Lead Senior Care Assistant will support the Clinical Care Manager providing leadership to the care team to ensure the highest standards are achieved in all areas of the home including relationship centered care, lifestyle choices and dementia care.

### JOB SPECIFIC RESPONSIBILITIES

#### Leadership and Management

- Responsibility for care in the allocated community or communities
- Support the recruitment and training of the care team; ensuring training targets are met and the teams are competent in their roles.
- Lead, support and inspire the care team to deliver outcomes for the home.
- Responsibility for the supervision, appraisal and performance management of the care team, supporting them to achieve their potential.
- Support the leadership of the care team to ensure they are aligned with the Hallmark vision and are operating from the Hallmark Charter.
- Initiate regular communication with colleagues, residents, relatives, and external stakeholders.
- Ensure that all regulatory and statutory requirements are met and company policies and procedures are adhered to.
- Ensure any requirements of a care perspective from internal and external audits are actioned within the timescales required.

## Care

- Support the leadership of care delivery in the home, to ensure continuous assessment, planning, implementation and evaluation of residents' care.
- Responsibility for care compliance in the community or communities allocated.
- Ensure that an outstanding level of relationship centered care, dementia care and lifestyle choices is being delivered within the home.
- Ensure care plans are regularly audited and that they are appropriate to the residents needs and reflect the care being delivered.
- Ensure medication is ordered in line with company policies and procedures
- Ensure medication audits are completed in line with company policies
- To actively engage with residents in conversation and meaningful occupation related to their lifestyle choices at a level and pace that values the individual and respects their dignity and communication differences.
- To respond in a timely way to residents who are distressed (calling out, calling for help, knocking or making noises that suggest the need for support) or seek assistance if you feel unable to respond appropriately.

## Health and Safety

- Ensure Clinical Care Manager is informed of any incidents in the absence of the General Manager.
- Ensure storage of medications are in line with company policies and procedures.
- Ensure risk assessments are completed within the home and safe working practices are being followed.
- Ensure equipment and environment is safe within the home.

## JOB DESCRIPTION RECORD

This job description reflects the current main organisational priorities for the position. These priorities may develop and change in consultation with the post holder in line with needs and priorities of the business.

Post holder's signature:

Date:

**PERSON SPECIFICATION**

	<b>Essential Criteria</b>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• NVQ/QCF level 3 qualification in Health &amp; Social Care</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum of two years shift leadership and management</li> <li>• Proven track record in a care home environment delivering quality care</li> <li>• Proven track record leading, empowering, supporting and motivating a clinical team</li> <li>• Experience delivering high quality relationship centered care (<b>Desirable</b>)</li> </ul>
<b>Skills/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Strong leadership skills</li> <li>• Excellent written, non-verbal and verbal communication skills</li> <li>• Dementia Knowledge (for care homes with people living with dementia)</li> <li>• Knowledge of and competence in Microsoft Office applications and Windows based operating environments – Excel, Word, Outlook, PowerPoint, Explorer</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Reliable and punctual</li> <li>• Able to adapt to change</li> <li>• Approachable</li> <li>• Confident</li> <li>• Diplomatic</li> <li>• Enthusiastic</li> <li>• Flexible</li> <li>• Willing to learn and develop</li> <li>• Influencing skills</li> <li>• Listening skills</li> <li>• Negotiating skills</li> <li>• Patient</li> <li>• Positive attitude</li> <li>• Self-motivator</li> <li>• Flexible approach to working hours - able to work occasional outside of normal hours.</li> <li>• Ability to promote a professional image for the company at all times</li> <li>• Willing and able to travel to other homes where needed for training / support</li> <li>• Able to adapt to the Hallmark culture</li> </ul>