

JOB DESCRIPTION

21/12/2023

Job Title: Care Assistant OR Care and Well-being Assistant

Hours: [Insert Hours Here]

Reporting to: Senior Care Assistant OR Registered Nurse

Home: [Insert Location Here]

JOB PURPOSE

To provide the highest level of relationship centred care to residents, meeting all statutory and regulatory requirements and aligned to codes of conduct, Hallmark's policies and procedures, Charter, vision and values; ensuring that everyone is treated with respect and dignity.

To contribute to the achievement of the Hallmark Care Home Vision: "to be recognised as the leading provider of high-quality relationship focused care for all residents."

| Responsible for: | Person Specification |
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| <ul style="list-style-type: none"> Delivering high quality relationship centred care in the home, ensuring care is delivered in line with assessment of need, their care plan and in their best interests. Ensure that any changes in a resident's condition is reported in a timely manner to the most appropriate person(s) (Senior Carer, RGN, DM, GM). Take responsibilities of acting as a key worker to allocated residents. Ensure that your working practice is in line with the Social Care codes/practice of Conduct (for Welsh homes only; continuous registration with Social Care Wales). Ensure negative feedback is appropriately managed at the point of receipt, with actions taken, and/or escalated appropriately to management. | <p>Desirable Qualifications</p> <ul style="list-style-type: none"> QCF Diploma Level 2 / NVQ Level 2 in Health & Social Care or willingness to work towards, we will support you with this. Experience in caring for people living with dementia. Basic IT skills. Experience in electronic care planning, medication management and compliance systems. <p>Essential Skills</p> |

- Contribute positively and meaningfully to the development of the service by attending meetings and supporting delivery of actions resulting from audits
- Actively promote resident's optimum level of independence, privacy, dignity and respect.
- Proactively reflect on own practice and level of competency, demonstrating a willingness to act on lessons learned and recommendations.
- Engage in regular supervision with line manager.
- Develop, promote and maintain good communication with residents, relatives, external professionals and team members.
- Ensure confidentiality at all times (written and verbal).
- Support residents in engaging in appropriate social activities.
- Maintain records as required and appropriate to role
- Ensure you have undertaken appropriate training and are competent to carry out any tasks delegated to you.
- Maintain continual personal and professional development by attending and completing all training and qualifications (statutory, mandatory and developmental).
- Ensure concerns related to Health & Safety are reported promptly.
- Highlight and report any unsafe working practices.
- Report any repairs/maintenance to the Maintenance Operative, General Manager, Deputy Manager or Clinical Care Manager.
- Report any near misses – incidents relating to team members which, under different circumstances, could have resulted in harm.
- Working within the Company's policies, procedures and guidelines, in compliance with regulatory and legislative frameworks and in accordance with the Hallmark Care Homes Charter, Vision & Values.
- Maintain a flexible approach to working hours in order to meet the demands of the service which may include working in other HCH facilities.
- Ensure all clinical events are appropriately recorded, making use of the (electronic) care planning system and Radar, with actions taken clearly demonstrated.
- Ensure documentation is clear, concise, accurate and completed in a timely.

- Highly motivated
- Flexibility
- Team orientated
- Approachable
- Respectful and able to maintain confidentiality
- Transparent, open and honest
- Approachable with the ability to effectively build rapport with a diverse range of people
- Ability to problem solve
- Commitment to delivering a high-quality service
- Ability to effectively adapt to change
- Passionate about relationship centred care
- Excellent communication skills





“We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion, belief, sexual orientation or age”

This job description is not exhaustive and is subject to change from time to time
to meet the needs of the business

Signed:

Date

