



# JOB PROFILE

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<b>Post Title</b>	Senior Care Assistant CCC
<b>Directorate</b>	Safeguarding Directorate
<b>Responsible to</b>	Head of Care
<b>Responsible for</b>	Up to 15 Care Assistants
<b>Grade</b>	C

## Job Purpose

To deliver a high quality health and social care service directly to frail older people in full time residential and day care, in the Community Care Complex (CCC) enabling them, as far as possible, to live full and active lives.

## Key Tasks

1. To provide quality residential care that is evidence based using best practice guidance, through observation, assessment, formulation, implementation, maintenance and evaluation of residents care plans.
2. Report accidents/complaints and untoward incidents to the Head of Care/Manager CCC and assist in auditing requirements in relation to trends.
3. Champion a 'Zero Tolerance' to abuse and report any such incidence as per SHG Adult Safeguarding Strategy.
4. Liaise with the Head of Care and implement programmes of activities to ensure residents inclusion into society on a regular basis, involving volunteers, family, friends, clergy and members of the multidisciplinary team.
5. Lead staff handover, accurately documenting and reporting on residents' current health and well-being to oncoming shift, utilising the information systems employed by the directorate according to policy.
6. Administer residents' medication, inclusive of but not limited to, subcutaneous injections of insulin, vaccinations and blood thinners, in accordance with the directorates Medicine Management Policy and level of competency.
7. In the event of admission to hospital, ensure all residents records and medications/charts are transferred with the patient. Provide practical and emotional support to carers/relatives in stressful/difficult situations.
8. Ability to appropriately perform Basic First Aid and CPR as trained.



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9. In the event of a resident being referred offshore for medical treatment, assist and liaise with the Health Directorate and all appropriate stakeholders in preparing the resident for the transfer, with the possibility of accompanying and caring for the resident during the transfer offshore. During this time, individual roles and responsibilities may change depending on the patients' circumstances and available resources. Specific duties to be outlined by the Manager, Older Persons Services/doctor before travel.
10. Ability to transfer knowledge and skills through coaching, mentoring and training of care assistants and other learners.
11. Carry out routine daily observation e.g. blood pressure, blood glucose, pulse and respiration rate as per residents individual care plan, reporting abnormalities in baseline observations to appropriate professional. Able to take appropriate remedial action to treat abnormalities in a timely manner.
12. Competent in assessing and treating pain, using both medical and non-medical options, while respecting residents' wishes in accordance with the directorates' policies, guidelines and procedures.
13. Able to safely obtain and transfer specimens of urine, blood, sputum and faeces from residents using aseptic technique. Ability to interpret results of blood glucose levels and urinalysis and apply best practise when results are abnormal.
14. Advocate for residents care in a way that promotes and supports their independence and choice according to their needs.
15. Familiar with the use of oxygen, devices and suctioning of airways for residents with respiratory decline.
16. Responsible for ensuring health and safety standards are maintained in relation to safely lifting, transferring and mobilising residents as per training.
17. Competently assess the wound bed and perform sterile technique in wound care. Advocate for alternative treatments when necessary to aid the healing process.
18. Competent in insertion, assessment and maintenance of urinary catheters as appropriate and as ordered by a doctor.
19. Be aware of and work within all Safeguarding policies and procedures, also utilising recognised professional documents that support clinical and professional practice. Work with the multi-disciplinary team in order to achieve optimal potential and independence for residents.
20. Communicate with all key stakeholders on a regular basis in a professional and timely manner. Be aware of emergency planning and major incident processes and follow such processes as necessary, in the event of an unexpected incident.



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21. To deputise in the absence of the Head of Care.

## Key Responsibilities

1. To promote, monitor and maintain best practice ensuring quality standards are achieved and problems are resolved in a professional and timely manner.
2. Promote the concept of holistic care and ensure that residents and day care/respice clients are encouraged to be as independent as possible.
3. Lead the decision making process ensuring health and safety within the CCC at all times including safe custody of medication and in the event of an unexpected incident.
4. Prioritise and effectively delegate staff and work load to meet deadlines.
5. Be aware of wider health promotion initiatives and offer support and relevant information to residents to allow them to make informed choices in relation to their health and well-being.
6. Communicate with all key stakeholders on a regular basis in a professional and timely, manner. Be aware of emergency planning and major incident processes and follow such processes as necessary, in the event of an unexpected incident.
7. To work autonomously within individual competency level.
8. Undertake mandatory training as outlined in the organisations training policy.
9. Be responsible for the buildings and all resources when on duty. Report any unsafe or missing resources to the Head of Care/Manager of the CCC.
10. Identify through risk assessment potentially hazardous or threatening situations, to ensure safety of staff and service users at all times.
11. Responsible for monitoring and ordering adequate supplies ensuring they are available when needed (linen and consumables); maintain a log of the same and communicate it to the Head of Care.

This job is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

## Core Competencies

See attached competency booklet



# **JOB PROFILE**

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## **Special Conditions**

- Unsocial hours e.g. shift work - weekends, night duty and public holidays
- Potential exposure to confused/abusive/aggressive clients/family members
- Potential exposure to contaminated body fluids

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



# PERSON SPECIFICATION

## Qualifications, skills, abilities, experience and competencies required for the role

	Essential/ Desirable	Application	Interview	Assessed
<b>Qualifications</b>				
Must have completed the St Helena Nursing Assistant / Getting Started in Care Training or the NVQ level 3 Health and Social Care Course	E	√		
Must have a qualification in English and Math at Grade C or above or Functional Skills Literacy and Numeracy at entry level 3.	E	√		
<b>Skills &amp; Abilities</b>				
Excellent interpersonal skills with the ability to effectively communicate with residents/clients and their relatives, members of the public, colleagues and other learners	E		√	√
Ability to advocate for patients/clients and work colleagues	E		√	√
Ability to maintain confidentiality at all times	E		√	√
Able to produce accurate and clear written communications and excellent oral communication skills	E		√	√
Ability to prepare concise, relevant and timely reports	E		√	√
Good people management skills	E		√	√
Ability to be flexible when working under pressure and prioritise workloads to meet tight deadlines, with good organisational skills and attention to detail	E		√	√
Sensitively responding to clients in ways that respects their dignity, values and right to self-determination	E		√	√
Responsive to change	E		√	√



# PERSON SPECIFICATION

<p><b>Experience</b></p> <p>Previous experience in working with elderly people for 1 or more years.</p> <p>Knowledge or willingness to learn constitutional rights awareness and when these should be protected.</p>	<p>E</p> <p>D</p>	<p>√</p> <p>√</p>	<p>√</p> <p>√</p>	
<p><b>Core Competencies</b></p> <p><i>(As per attached competency booklet)</i></p>				
<p><b>Job Competencies</b></p> <ul style="list-style-type: none"> <li>• Knowledgable of the Directorates policies/Protocols/Procedures/ Guidelines applicable to job role (Acquired)</li> <li>• Ability to work without direct supervision and to prioritise and organise own work</li> <li>• Ability to appropriately delegate to colleagues</li> <li>• Alert and attentive in order to respond appropriately to any given situation related to the job role</li> <li>• Willing to undertake necessary training</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>		<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	<p></p> <p>√</p> <p>√</p> <p>√</p> <p></p>
<p><b>Personal attributes</b></p> <p>Highly self-motivated</p> <p>Effective team player</p> <p>Ability to apply objective judgement</p> <p>Effective strategic thinking</p> <p>Responsive to change</p> <p>Creative and innovative in promoting care options to suit the needs of the clients/patients</p> <p>Flexible approach to the demands of the job and needs of the</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>		<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>



## PERSON SPECIFICATION

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residents				
Demonstrates commitment to team working and development of colleagues and other learners.	E		√	√