

Job Description

Senior Care Assistant (On Call)

An exciting opportunity has arisen to be part of a rota delivering Out of Hours Care in our rapidly expanding Home Care service across Stockton-on-Tees. This role provides a crucial aspect of the service as it enables service users, families, Care Assistants and other stakeholders to reach someone from the company and receive assistance whenever the office is closed.

Successful candidates will need to work from home and be available to cover a rota for the out of hours listed below. This position will suit individuals who would like to earn some extra money on evenings and weekends. We are also very interested in individuals who do not necessarily want to work every weekend but would like to work on rotating weekends.

Location: Working from home covering an on call rota. You may at times need to be able to go out and cover calls across Stockton-on-Tees if there is no one else to cover them and have your own transport

Hours: Shifts available covering 06:30 x 08:30 and 17:00 x 23:00 (Monday to Friday) and 06:30 – 23:00 (Weekends and Bank Holidays). Shifts available on a rota basis.

Responsible to: Registered Manager

Salary Scale: Flat rate of £10.00 (standard day rate Monday to Friday 06:30x08:30)
Flat rate of £20.00 (standard day rate Monday to Friday 17:00x23:00)
Flat rate of £100.00 (standard day weekend rate and bank holiday rate)
Plus £8.50 hourly rate for any care calls covered and 45p per mile travel expenses

Job Purpose: The Senior Care Assistant is responsible for ad-hoc changes to existing rotas, monitoring a live call system, supporting and assisting a large team of Care Assistants and ensuring our service users receive regular care at their requested time and are supported where necessary. The role also involves liaising with service users and other professionals where needed.

Contract Period: Zero Hours Contract

Duties & Responsibilities

- Efficiently coordinate the running of the business out of hours by allocating resources and monitoring performance to deliver high quality homecare to customers, including:
 - To be the first point of contact for employees, professionals, customers and their families during out of office hours
 - Being responsible for the safe delivery of the service in line with legislative requirements and company policy and procedures
 - Ensure there are sufficient numbers of suitably qualified staff allocated appropriately to meet service needs at all times
 - Implement company policy and procedures in relation to managing absence
 - Undertake assessments for any customer starting the service during out of hours
- Take out of office calls from service users resolving issues or making notes for follow up by office staff during working hours

- Update Care Planner with changes requested by customers during out of hours
- Log all out of office calls from service users and staff via diary entry system on Care Planner and provide providing the Registered Manager with a weekly activity log
- Take out of office calls from Care Assistants resolving issues or making notes for follow up by office staff during working hours
- Give direction to Care Assistants in line with policies and procedures when issues arise and follow company policies and procedures to deal with emergencies
- Update the system with changes based on Care Assistants communication during out of office
- Be flexible and cover all visits during out of hours when a Care Assistant calls in sick or is unavailable to work yourself (if shift cannot be covered by alternative staff)
- Monitor all visit alarms via Care Planner during out of office hours to track timeliness of care assistants
- Liaise with Social Services during out of hours for any issues relating to Social Services packages
- Liaise with family members and other care professionals as required to resolve customer issues
- Be available and able to go out and cover calls if there is no one else to cover them and have your own transport
- Undertake any other action that may be required during out of office hours to support the business and maintain quality for customers
- To maintain the highest standards of customer confidentiality at all times
- To monitor and maintain quality throughout the different areas of the service in relation to the external quality standards and inspection bodies and organisations
- To implement Five Lamps' policies on Health and Safety and Equal Opportunities at all times
- Undertake training and development to keep up to date with the law, best practice and changes in company policy. Apply this knowledge to day to day management and delivery of care
- To undertake any other duties and responsibilities as may be reasonably required within the scope of the post