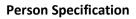
The Five Lamps Organisation





Senior Care Assistant (On Call)

Factor	Essential	Desirable
Qualifications	Good standard of general education in particular	
,	English Language and Mathematics	
	S/NVQ 3 in Health and Social Care or equivalent	
	(or working towards qualification)	
	,	
Experience/Knowledge	At least 1 years' experience of coordinating the	Knowledge of health and safety
	delivery of home care services	matters in relation to care and support services and risk
	Good understanding of the regulatory	management
	responsibilities and the law relating to	
	domiciliary care services	Knowledge of how to recognise
	30,110,110,110	abuse and safeguarding
	Excellent understanding of the needs of people	procedures
	who require care and support at home and the	•
	provision of home care services in line with best	
	practice	
	·	
	Excellent understanding of the principles of high	
	quality person centred care and support and	
	non-discriminatory care practice	
	Understanding of systems to maintain	
	confidentiality in relation to customers, staff and	
	the business	
	Experience of care services, risk assessment and	
	person centred care and support	
	Ability to plan and organise workloads	
	effectively so customers receive the services	
	they expect	
	The ability to work flexibly and where needed	
	attend Service Users Care calls and provide care	
	in line with their person centred care plan.	
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Skills/Abilities	Excellent administrative skills and computer	Good practical approach to
	literacy	problem solving
	Excellent interpersonal and communication	
	skills, both written and verbal (including well	
	developed listening skills)	
	acveraged listering skills)	
	Have a 'can do' attitude and be able to multi	
	task as they will be working in a busy, fast paced	
	office environment	
	1	<u> </u>

Ability to maintain clear written and electronic records and to follow statutory reporting procedures Caring and compassionate towards people in need of care and support Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own. Strong commitment to non-discriminatory care practice Commitment to respecting the rights of customers at all times and to promoting their privacy, dignity and independence throughout their lives Self-motivated and keen to learn. Willing to seek guidance when needed and follow instructions Excellent time keeper and reliable Excellent interpersonal and communication skills, both written and verbal. Experience of building positive working relationships with people who use services and their families, staff and other health and social care professionals Ability to implement Five Lamps' policies, procedures and instructions Ability to work undirected and unsupervised Other (eg attitude, Full clean driving license, business insurance and **Understanding of Five Lamps** interests etc.) access to a car during work time mission, vision and values Team Worker with flexible attitude to duties and hours of work Enhanced Disclosure from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure Committed, enthusiastic, reliable Caring, friendly, patient and calm nature Receptive to the use of new technology in an efficient office environment Willing to undertake further training relevant to the post

1	Flexibility to operate within a constantly changing environment	
	Strong focus on customer care	
	Drive and determination to achieve excellence	
	Empathic to customers' needs	