

Job Description

Care Assistant

An exciting opportunity has arisen to join the team of our social enterprise Home Care service located in Thornaby, Stockton-on-Tees. We require Care Assistants to join our friendly team covering shifts between 7am to 11pm Monday to Sunday. We are looking for someone who can work well under pressure, have a passion for providing excellent care, and can maintain professional composure at all times.

- Location:** This post will require working across and travelling between multiple customer homes across the borough of Stockton on Tees.
- Hours:** Shifts available from 7am to 11pm, Monday to Sunday
- Responsible to:** Registered Manager
- Salary Scale:** £9.50 per hour plus paid travel time and mileage (45p per mile). Enhanced weekend rate (£9.89 per hour) and bank holiday rate (£14.25)
- Job Purpose:** To provide high quality care to Homecare service users that support the rights of customers to live the lives they choose as far as they are able.
- Contract Period:** Zero Hours Contract

Key responsibility:

To provide an excellent, high level of service to our customers within their own homes.

Duties and specific responsibilities

- Assist customers within their home to meet their required needs. This may involve helping the customer to wash and dress, prepare meals and administer medication
- Duties may also include helping customers with their shopping or getting in and out of bed
- Provide an enhanced service that promotes interaction and strives to seek further wellbeing opportunities for the customer
- Ability to liaise with other professionals and remain calm under pressure in the event of alerting emergency services
- To create, update and maintain care plans with other professionals to ensure individual needs are met
- To attend review meetings as required, to ensure assessed needs of customers are understood
- To work in partnership with other professionals, customers and their families to enable the customer to remain in their own home
- Participate in supervision sessions with the Registered Manager as required
- To support the Registered Manager and Care Coordinator in CQC inspections

- To follow all relevant statutory policy, codes of practice and procedure guidelines associated with the delivery of the service
- To ensure the maintenance of adequate and appropriate records and care plans throughout
- To take reasonable care of your own health and safety and cooperate with the Care Coordinator and Registered Manager, so far as necessary, to enable compliance with health and safety rules and legislative requirements
- 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 delivery of care
- To act as a brand ambassador for the organisation at all times whilst in uniform
- Be prepared to work flexibly to ensure the safe delivery of the service

Provide a good service to customers

- To ensure that all customers receive a consistently high quality level of service, appropriate with the standards required by Five Lamps
- Promote the rights of each customer and keep their wishes at the centre of their care and support
- Apply excellent communication skills with customers, their families and representatives, staff and other health and social care professionals to deliver high quality homecare services
- Keep all information about customers and their families secure and confidential

Promote the business

- Represent the service in a positive manner
- Participate in the growth and development of the business
- Provide feedback and influence the future of the business

To undertake any other duties and responsibilities as may be reasonably required within the scope of the post. We will provide full training in line with regulatory requirements.