

Responsible to: Deputy Manager, overall responsible to Home Manager

Responsible for: Care Assistants, Senior Care Assistants

Overall aim of the job:

To be responsible for the care practice delivered on the floor which includes managing the care team, liaison with the nurse and outside agencies.

By:

- Delivering & leading high quality care as part of the care team using a person centred approach
- Ensuring the individual needs of service users are met, providing opportunities for individuals to enhance their quality of life, whilst maintaining their independence and privacy.
- To actively assist, maintain & promote the Coverage Care values:
 - Support and listen to you
 - Use and open, honest culture
 - Put you at the heart of our service
 - Ensure you feel safe
 - Respect your life choices
 - Be kind and compassionate
- Working on a rolling shift pattern, including alternate weekends, applying a flexible attitude to working hours especially in regards to covering absence & holidays, including bank holidays, evenings & weekends.
- Displaying a caring, sensitive & approachable nature.
- Displaying compassion, patience & empathy in all tasks.
- Whilst being organised & reliable in approach to work.

What experience do I need?	What training will I receive?
Qualified Care Assistant (Level 2 Diploma in Health & Social Care)	
Experience in a health & social care setting Experience of caring for individuals with dementia Experience of administering medication Experience of supervising & leading a team Understanding of safeguarding adults at risk Understanding of regulations & legislation within the care profession Understanding of key care principles	Opportunity to apply to complete Diploma Level 3 in Health & Social Care Mandatory Training – Legislative & Coverage Care (see separate training document)

Senior Duties

Take day-to-day management responsibility for the floor you are assigned to by:

Staff Management: You will be responsible for the staff team you lead, therefore you must have a full understanding of your team's strengths and weaknesses and provide support to them to ensure that the

care they provide is of a high standard. You must not be afraid of challenging poor practice and lead by example by working alongside your team promoting good practice. You will ensure that all new care staff are given a comprehensive induction and understand their role and existing staff are trained to the standards required. This role will include managing the Rota for your floor.

Communication: As a member of the management team you will support the Manager in meeting the Company's policies, procedures and legal obligations, ensuring that all staff are working to company policies and procedures, company initiatives are promoted and to take appropriate action to ensure that standards are reached and maintained. Ensure the Home/Deputy Manager is kept up to date on any ongoing issues and on a regular basis.

Main Duties

Personal Care & Support

To ensure all aspects of personal care is provided to the service users in line with their care plan using a person centred approach, encouraging & promoting service users to reach their maximum level of independence, wherever possible undertaking these tasks for themselves ensuring the provision of recording keeping to evidence this.

To build, maintain & promote good relationships with service users and their relatives, displaying good communication & listening skills, to ensure they are provided with an effective communication network.

To observe & promote service user choice, independence, dignity, privacy, fulfilment & other rights.

To help to create & promote a warm and friendly atmosphere on the floor, which allows & encourages service users to develop and participate.

Ensure the safety of personal belongings (excluding cash & valuables) of service users.

To administer medication for service users in line with current policy and procedures.

Ensure that the advice from outside agencies is followed and monitored and documented to ensure service user wellbeing and safety.

Administration Tasks

Participate, supervise & support the implementation of the personal care plans and assist in maintaining the wellbeing, dignity, quality of life and environment of the service users.

Assist & manage the preparation of those plans, displaying good communication skills (both written & verbal) as part of the key worker system, contribute to discussions on individual care plans and the reporting process by maintaining and updating records as required.

To undertake and lead projects to improve service provision as and when required.

Ensure records are maintained and updated as required in order to enhance the quality of services in relation to maintaining the well-being, dignity, quality of life and environment of the service users.

Clinical Support

As an Assistant manager you will be required to liaise with the nurse on duty regarding the day to day clinical welfare of the residents.

Give medication as per the company's polies and procedures and undertake clinical observations when trained to do so.

Work with the nurse to ensure clinical input is included in the care plans and clinical review takes place regularly.

Health & Safety

To be aware of and manage Risk and emergency procedures, reporting hazards to the Manager and responding to emergencies as appropriate. In the event of any emergency, take all necessary action to preserve the security and safety of the service users & staff in accordance with procedures.

To use manual handling techniques & equipment safely and wear the correct uniform and personal protective equipment (PPE) associated with the task and role you are carrying out.

Manage behaviour intervention techniques ensuring risk assessments are followed, monitored and documented.

Teamwork

To work effectively as part of a team, actively supporting other team members, whilst also being self-motivated to work on own initiative & without direct supervision.

To be able to work under pressure and manage work related incidents effectively.

To participate in appropriate training, and be committed to ongoing personal & professional development.

To act as a role model to the care team.

To attend staff meetings as requested by the Home Manager.

To promptly report any information, issues or concerns regarding the care, support, wellbeing or behaviour of service users and also staff members to the Home Manager.

To continuously review your practices to develop new skills and knowledge through continuous professional development & training, to maintain a sound working knowledge of current care/standards that contributes to the enhancement of patient care skills.

Other

Understand & apply the principles of confidentiality at all times.

Ensure that service user confidentiality & dignity is maintained at all times, ensuring information is not shared or divulged with anyone not authorized to receive it.

To work in accordance with Coverage Care's Code of Practice and all current relevant legislation.

Ensure the service provision is anti-discriminatory and culturally sensitive responding to individual needs, with regard to race, religion, culture, language, gender, sexual orientation, age and disability.

To actively market Coverage Care and promote a positive, personal & professional profile, ensuring the good reputation of the organization at all times.

To display a commitment is made to equal opportunities in the organisation.

Please Note

The duties in this job description are not exhaustive, but instead, are representative of the type of work required in the post. The post holder will, therefore, be required to undertake other duties deemed appropriate and consistent with the purpose of the job.

The job description & person specification are revised periodically and amended, as necessary, to ensure that they meets the needs of the service.

I acknowledge the receipt of the above job description:

Name:

Signature:

Date:

Employee Benefits

Coverage Care Services Ltd currently offer all employees the following Employee Benefits alongside their standard terms & conditions:

Training Opportunities

- Full Induction Plan (which includes full training & shadow shifts).
- Ongoing Training & Development Opportunities throughout your career (see additional handout).

Support to complete professionally recognised sector based qualifications including:

- CQC Care Certificate.
- Level 2 & 3 Diploma Qualification.
- Level 5 Diploma Qualification (managers only).

Employee Assistance Programme (EAP)

- Telephone Counselling.
- Medical helpline.
- Face to face counselling.
- Support for managers.
- Debt, financial & legal information.
- General citizens information including guidance on personal/family crisis, relationships, finance, buying a new home, staying healthy, illness & retirement.

Work Life Balance

- Set 2 week rolling rota pattern to include alternate weekends.
- Paid Breaks.

Initial Benefits as a New Starter & throughout employment

- Free Uniform.
- No charge for initial DBS check.
- Subsidised meals whilst working on shifts.

Additional Benefits

- Leisure Savings with Telford & Wrekin Council.
- Subsidised Meals.
- Access to Paycare 4work: A great way to reclaim money spent on everyday Healthcare & access to invaluable health and wellbeing services.

Salary

- Competitive Pay & the National Living Wage applies to all staff members (including those aged under 25).
- Recognition of Qualifications – we operate a pay differential for qualified and unqualified staff.
- Weekend enhancements.
- Long Service Recognition.
- Pension.

Why Work For Us

Have you ever wondered what it would be like to have a job that gives you something back, where you see the results of your work and it feels meaningful, if so, why not consider a position with us?

Do you...

Have a Caring, Sensitive & Approachable nature? Are you Compassionate, Patient & Empathetic in your approach to work? Do you have a desire to make a difference to the lives of the people you support?

If so, a role with Coverage Care Services Ltd could be the role for you!

Who are we...

At Coverage Care we aim 'to make the use of care services a positive, timely & rewarding choice' for everyone. Coverage Care is a 'Not for Profit' organisation, which means although we still have to make a profit each year, the profit we make is reinvested back into the business to improve our services and does not go to shareholders or investors.

Coverage Care Services Ltd have 14 homes in the Shropshire region, specialising in Residential, EMI & Nursing care, we pride ourselves on being present and serving the local communities in the county.

What we will do to support you...

At the beginning... you will receive a detailed & thorough induction programme, during which you will be shown how to do your job by experienced staff who have experience and can guide you to gain a clear understanding of how we provide effective support.

It doesn't stop there...

- We have an in house training team who provide mandatory and regulatory training and then a full range of skill specific additional training opportunities tailored to meet Coverage Care requirements, see additional Training Handout.
- You will receive timely support from your supervisor who will discuss your development, not just your training but how you are developing "on the job" too. You will be encouraged to be actively involved in your development and understand your career options.
- If you are someone that likes the idea of extending your responsibilities and would like to become a leader there are lots of opportunities and support to do this. We have leader development programmes and lots of helpful training modules developed to enhance your leadership skills such as supervision, disciplinary, grievance, appraisal, interview techniques to name but a few.

- Leadership and promotion is not for everyone and we acknowledge that employees who continue to deliver excellent care are the backbone of our organisation so we are keen to support these individuals to update their skills and promote new techniques to enhance our services.
- We offer a competitive employee benefits package, see additional Employee Benefits Handout.

In addition to in-house support within the homes, we also offer employees...

HR Support... We like to think that if you have a problem with your employment we have people who can help you resolve it, if resolution is not found in home then we have a HR team who can advise and resolve issues fairly.

HR Clinics are run in each home on a quarterly basis, in addition to a daily (Monday-Friday) HR Support phone line, we believe that unhappy employees are not effective and encourage employees to “speak up” so that we are aware and can find a resolution.

External Support... We also offer all employees access to an Employee Assistance Programme, provided by Sovereign Health Care. Full details of what this support package includes are on the Employee Benefits Handout (separate).

If you have read the above and think along the same lines as we do...
Why not apply?

www.carehomejob.co.uk