

Responsible to: Duty Manager, overall responsible to Home Manager

Overall aim of the job:

To make the use of care services a positive, timely & rewarding choice.

By:

- Delivering & arranging activities for residents to provide a stimulating environment to meet their emotional, social, physical & intellectual needs.
- Ensuring the individual needs of service users are met, providing opportunities for individuals to use their skills and 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 creative, organised & reliable in approach to work.

What experience do I need?	What training will I receive?
Experience of Caring for others. Experience in a health & social care setting. Experience of caring for individuals with dementia.	Mandatory Training – Legislative & Coverage Care (see separate training document).

Main Duties

Personal Care & Support

To create, organise and offer service users a stimulating programme of activities offering internal & external activity sessions, using organisations such as Shropshire Reminiscence, Age Concern and local entertainers to support the program.

To co-ordinate & produce an activities programme, to include both one to one activities as well as group sessions, ensuring that this is circulated for all service users to know what is taking place. Attending resident meetings to see if service users are happy with the activities on offer, as and when required.

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

- Talking and listening to service users
- Helping them to maintain contact with family, friends & the community
- Assisting with shopping & recreation tasks & opportunities
- Being aware of their likes, dislikes, nutritional & cultural needs.

To motivate, encourage & participate in activities with service users, and delegate to staff, activity responsibilities to ensure that activities are taking place at regular intervals.

To arrange photographs of events that take place, and to supply articles to Central Office for newsletter.

To act at all times in a professional manner to visitors, staff and service users within the home.

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

To help to create a warm and friendly atmosphere within the home, which allows & encourages service users to develop and participate in the running of the home to their fullest potential.

Administration Tasks

Participate in the implementation of the personal care plans and assist in maintaining the well-being, dignity, quality of life and environment of the service users.

Contribute to those plans, displaying good communication skills (both written & verbal), contribute to discussions on individual care plans and the reporting process by maintaining and updating records as required.

Health & Safety

To identify risks within the home and notify the appropriate senior staff member immediately.

To ensure risk assessments are carried out and completed for all activities, outings & events.

To be responsible for Health & Safety during activities & that of anybody else who may be effected.

Ensuring staff members know how to use the appropriate equipment and safe working practice is promoted throughout all activities.

To be aware of emergency procedures, report hazards to the Manager and respond to emergencies as appropriate.

To use manual handling techniques & equipment safely and correctly as per the current company policy & procedures.

To wear the correct uniform and personal protective equipment (PPE) associated with the task and role you are carrying out.

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.

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

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 a member of the homes senior team.

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