

**Responsible to:** Duty Manager who may identify a supervisor. Overall responsible to Home Manager/Deputy Manager

## Purpose

*The Home support team provide support to all of the homes where there is a requirement to support the existing team or cover absence in a particular role. It is for this reason that members of the HST must enjoy variety, working in new environments and different teams and be comfortable "hitting the ground running"*

## Values

- 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

## Main Duties

### Personal Care & Support

To provide all aspects of care and support to the residents in line with their care plan.

Ensure that care and support provided always focuses on a person centred approach, encouraging & promoting residents to reach their maximum level of independence appropriate to their needs, abilities, welfare and wishes.

Support resident to eat healthy and nutritious meals. Follow care plans to ensure that special diets are adhered to as well as following instructions for modifying foods such adding thickeners or pureeing to meet the resident's needs.

Assist residents with their personal care, this will include support with washing, bathing, shaving, dressing and toileting. The level of support will depend on the resident's mobility and ability, however independence should be encouraged where this is in the resident's best interests.

Support residents to spend their time which will include listening and talking, promoting interests such as hobbies and recreational activities, maintaining social connections with people or groups so their identity is maintained.

Ensure that dignity, privacy, fulfilment & other rights are respected at all times regardless of the type and amount of support you are providing

Promote an atmosphere of "home" respecting that the home you work in is someone's home. Be mindful that careful storage of equipment and necessary items to provide care can promote a homely rather than clinical feel.

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.

Ensure the safety of resident's belongings including money by following the correct processes for safe storage of such items

Administer medication for residents in line with current policy and procedures.

Act as a key worker to a small group of residents by assisting in assessments and reviews

Liaise with external professionals who visit the homes to provide support and care to the residents. Support residents to visit external professionals such as hospital visits.

Build and maintain professional relationships with residents and their relatives, promoting good communication & listening skills, to ensure they are listened to and issues are dealt with promptly by the appropriate person

### Using Information and Administration Tasks

Read, understand and update your knowledge of care plans. The information provided in this document provides you with the information you need to support that person.

Be responsible for updating certain information and ensuring that others are aware of the changes/ additions you have made

Be responsible for keeping charts and records up to date where you are the person checking information to add to them

Ensure that your record keeping is accurate, provides clear communication for others and you have identified that it is you that has completed these documents by clearly signing your name and dating where appropriate.

### Development

Undertake training to further your knowledge and skills to undertake your role. This will include mandatory training applicable to your role. You must ensure that you complete this training in the time frames given to you

### Health & Safety

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

Be aware of emergency procedures, report hazards to the Manager and respond to emergencies as appropriate. Use manual handling techniques & equipment safely and correctly as per the current company policy & procedures.

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

### Teamwork

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.

Be able to work under pressure.

Attend staff meetings as requested by the Home Manager.

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. Ensuring that resident's confidentiality & dignity is maintained, ensuring information is not shared or divulged with anyone not authorized to receive it.

Understand the principles of the general data protection regulations (GDPR) and work to these.

Work in accordance with Coverage Care's policies and procedures at all times.

Work to Coverage Care's professional behaviour code at all times

Ensure that you promote an anti-discriminatory and culturally sensitive environment with regard to race, religion, culture, language, gender, sexual orientation, age and disability.

Promote Coverage Care in a positive light, ensuring the good reputation of the organization at all times.

Report anything that you see that would prevent you from reporting coverage care in a positive light.

### 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 meet the needs of the service.

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I acknowledge the receipt of the above job description:

Name:

Signature:

Date:

