

**Responsible to:** Home/Deputy Manager

**Responsible for:** Care team

## 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”. 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.*

## 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

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	Ideally qualified to level 3 in Health and Social Care Mandatory Training – Legislative & Coverage Care (see separate training document)

## Senior Duties

Senior duties will range from supporting a nurse to manage the care team on a unit/s in a nursing home to managing a care team on all units in a residential home where you will take the role of duty Manager as part of your responsibilities. Duties will include:

**Staff Management:** Ensure all new care assistants' staff are given a comprehensive induction, staff are aware of the standards expected, and fully supported throughout their employment. Complete Personal Development Plans & personnel paperwork as required. Ensure the rota is covered for upcoming shifts and relief staff are utilized as & when required and as a senior participate in the 'sleep-in' rota when needed.

**The Home:** Take responsibility and accountability for the establishment, its resources, and services. Ensure you are aware of financial matters associated with the running of the home and help obtain the maximum benefit from available funds. Take responsibility for the presentation and appearance of the establishment & maintenance of equipment & facilities in line with the requirements of the Company by undertaking & recording the required scheduled building & security checks. Take day-to-day management responsibility for the establishment in accordance with the duty Manager rota and participate in the 'sleep-in' rota as required.

**Communication:** As a member of the senior team, 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 general manager is kept up to date on any ongoing issues on a regular basis.

## Main Duties

### Personal Care & Support

To provide and ensure all aspects of personal care are 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. This may include: Help with mobility, help with toileting, washing & dressing.

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

To help to create & promote 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.

To care for the personal belongings (excluding cash & valuables) of service users. This may include: Tidying bedrooms, cupboards\wardrobes, making beds, Emptying commodes, Washing, cleaning and laundering personal property if necessary.

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

**In addition, you may be required to assist Assistant Managers who have specific responsibility for one or more of the following:**

- a) Day-to-day responsibility for health and safety of staff, service users and visitors
- b) Day-to-day responsibility for 'housekeeping'

c) Day-to-day responsibility for staff training & development

d) Day-to-day responsibility for service users' activities

### 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.

### Health & Safety

To identify & manage identified risks within the home, notifying the appropriate senior staff member immediately.

To be aware of 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 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 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.

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I acknowledge the receipt of the above job description:

**Name:**

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**Signature:**

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**Date:**

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