

- Responsible to:** The person in charge of the shift you are working on. This could be a Night Care Assistant Shift Leader/Nurse for each shift, overall responsible to Home Manager
- Responsible to:** The Home Support Team co-ordinator who is responsible for allocating you your shifts, processing leave, monitoring absence and co-ordination feedback regarding your development and ongoing progress.

## Purpose

The Home support team provide support to all 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”. As with all members of the team you will be required to be flexible as you will be provided with a rota one month in advance which could be subject to change in location and shift type at short notice.

## Our 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 & respect 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 Residents to develop and participate and interact with friends relatives and visitors.
- 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.
- 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.

### **Your 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.
- Ensure that you are aware of the health and safety procedures and policies that effect the work you undertake, that you understand how this affects you and that you ask if you are not sure.
- Undertake all health and safety training required to undertake your role. 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 new teams you are introduced to, actively supporting other team members, whilst also being self-motivated to work on own initiative & without direct supervision. Be able to work under pressure and response quickly in new situations

Promptly report any information, issues or concerns regarding the care, support, wellbeing or behaviour of Residents and staff members to a member of the homes senior team.

### **Other**

Understand the principles of the general data protection regulations (GDPR) and work to these. Work in accordance with Coverage Care's policies and procedures always.

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

**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 specifications 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:

