

## Role Profile – The What, The Where, The How

<b>POSITION</b>	<b>Extra Care and Support Assistant</b>		
<b>TEAM</b>	Coastline Housing	<b>LOCATION</b>	<b>Miners Court</b>
<b>VERSION</b>	5	<b>LAST UPDATED</b>	September 22

### THE PURPOSE OF THIS ROLE IS TO

Be part of a team providing an Integrated care and support service that promotes independence for all our customers.

Provide excellent customer service in a friendly manner, treating customers with dignity and respect.

Work flexibly with customers to meet their individual needs and preferences, comply with care and support plans and achieve positive outcomes for the wellbeing of each person.

Assist with all aspects of personal care and daily living.

## Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. The unobtrusive care and support of customers in their own home, meeting their individual needs and preferences whilst working in a flexible, respectful and caring manner.
2. Providing personal care to customers in accordance with their care and support plans: for example, assisting with getting up in the morning, undressing, bathing and showering, dental and mouth care, toileting, feeding, dressing and moving individuals according to agreed manual handling techniques (using the equipment/aids provided in the trained and agreed manner).
3. Assisting with continence, including using the toilet, emptying and changing catheter and colostomy bags.
4. Providing support to customers in accordance with their care and support plans: cleaning; cooking, meal planning, eating and drinking; laundry, reading letters, arranging referrals, offering emotional support; accompanying them on outside visits such as the doctor's, dentist's or shopping; companionship and completing health and safety-related duties.
5. Administering medication as appropriate and accurately record this as instructed, under supervision and in strict compliance with care plan guidelines, reporting all non-compliance immediately to your line manager.

6. Maintaining and respecting dignity and modesty at all times while undertaking personal care.
7. Maintaining accurate records of daily occurrences relating to the wellbeing of customers and to the provision of care and support, following home visits and telephone and/or text contact.
8. Completing and regularly updating care and support plans with customers within agreed timeframes, immediately reporting any non-compliance or changes in a customer's condition to your line manager.
9. Planning, actively promoting and encouraging the participation of customers in an innovative and creative range of social activities within the service, which aim to promote social inclusion and minimise the risk of isolation.
10. Adherence to company policies and procedures, including those detailed in the staff handbook.
11. Following procedures of good practice and standards in infection control at all times.
12. Carrying out health and safety checks and risk assessments, when required and as appropriate.
13. Maintaining a good understanding of the Key Lines of Enquiry and fundamental standards set out by the Care Quality Commission.
14. Ensuring vulnerable adults are effectively protected from abuse or neglect. Safeguarding the dignity, quality of life and safety of customers and clients. Act in accordance with Coastline's policies and procedures and respond swiftly and effectively, regardless of whether the alleged perpetrators are members of staff, other customer, family members or other carers.
15. Participating in team meetings, and attending and obtaining all mandatory training and qualifications required for the role.
16. Representing Coastline Housing Ltd positively at all times as a professional and competent member of the team, always maintaining a confidential, calm, friendly and courteous approach, wearing Coastline Housing Ltd's uniform, carrying ID and using personal protective equipment.

## Person Specification – The Who

### PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
  - Put our customers first;
  - Be open, honest and accountable;
  - Value each other;
  - Strive to be the best.
- Has an empathetic and respectful understanding of the health and wellbeing of vulnerable and older people, and a practical and flexible approach in delivering care and support;

- The ability to remain calm under pressure or in an emergency and possess good planning and excellent interpersonal and communication skills, including the ability to act decisively, with tact and diplomacy;
- Is honest, respectful and has professional integrity; and, being part of the care and support team, reliable, friendly, and supportive;
- Has current work experience in the care and support sector, working with vulnerable and older people;
- Is able to demonstrate a working knowledge and understanding of the CQC's Key Lines of Enquiry and fundamental standards;
- Has experience of completing care plans accurately, and of people-moving and manual handling techniques;
- Has knowledge and experience of safeguarding, health and safety, working confidentially and maintaining professional boundaries, and of working in a team environment;
- Possesses an NVQ/diploma Level 2/3 in health and social care, or be willing to achieve this; be willing to complete a Care Certificate within your first 20 weeks of employment; and complete all mandatory training within the six-month probation, renewing every three years.
- Has a satisfactory enhanced DBS check.

**The following would be an advantage:**

- Basic health and safety and manual handling certificates, and a first aid certificate;
- Knowledge and experience in the completion of risk assessments, external supporting agencies, and the benefits system;
- Being creative in facilitating social activities for customers.

### General Obligations - For All Of Us

1. Encourage and promote independent living and wellbeing for all customers.
2. Represent the company positively with all customers, external agencies and interested parties.
3. Service and support the company as requested.
4. Establish, develop and maintain effective working relationships with work colleagues.
5. Ensure awareness of their responsibilities under the Health and Safety at Work Act 1974 and that they comply with the company's health and safety policies and procedures.

6. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.
7. Comply with the company's lone working policy and procedure.
8. You are required to respect the confidentiality of matters you may learn in the course of your employment in line with the requirements of the Data Protection Act 1998.

## REPORTING

- Reports to the Extra Care assistant manager.

## CONTACTS

### Internal

- The Extra Care registered manager, deputy manager, front of house team and colleagues;
- The Homes & Communities Theme Lead;
- The Customer Access Team;
- Coastline Housing's Housing Services.

### External

- Customers, their next of kin, family, and emergency contacts;
- Housing and support providers and voluntary agencies;
- Emergency Alarm Centre;
- Cornwall Council's Adult Care and Support team;
- GPs and the primary care trust;
- Contractors.

