

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

POSITION	Extra Care Apprentice		
TEAM	Extra Care	LOCATION	Miners Court
VERSION	1	LAST UPDATED	June 2024

### THE PURPOSE OF THIS ROLE IS TO

To acquire experience and skills whilst undertaking a professional training and development programme.

This trainee role has a broad remit as the job holder will be given opportunities to learn and acquire skills and experience in a range of functions, across Extra Care.

## Specific Accountabilities – The Brass Tacks

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

1. To work with a variety of departments within Coastline to gain experience, skills and knowledge.
2. To undertake the apprenticeship training and development plan.
3. To be actively participate in activities and tasks set out during the apprenticeship.
4. To be part of a team providing an integrated Care and Support Service that promotes independence to all of our customers.

## 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 a good standard of education
- Be willing to work towards a qualification in Health & Social Care

- A satisfactory enhanced DBS check;
- Has good communication skills.
- Is able to work as part of a team

## General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

## REPORTING

- Reports to the Extra Care Management Team

## CONTACTS

### Internal

- Extra Care Registered Manager
- Extra Care Deputy and Assistant Managers
- Front of House
- Extra Care Team Colleagues
- Customer Access Team
- Coastline Housing Ltd.'s Housing Services

### External

- Customers
- Next of Kin/family/Emergency Contacts
- Housing/Support Providers and Voluntary Agencies
- Emergency Alarm Centre
- Department of Adult Care and Support
- GPs/ Primary Care Trust
- Contractors



INVESTORS  
IN PEOPLE

Silver