

Role Profile – The What, The Where, The How

POSITION	Bank Extra Care and Support Assistant		
TEAM	Coastline Housing	LOCATION	Miners Court
VERSION	5	LAST UPDATED	Apr 19

PURPOSE OF ROLE

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 the use of the toilet, emptying and changing catheter and colostomy bags.
4. Providing support to customers in accordance with their care and support plans; for example: 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. Under supervision and in strict compliance with the Care Plan Guidelines administer medication as appropriate and accurately record as instructed; reporting all non-compliance immediately to your line manager.
6. Maintaining and respecting an individual's dignity and modesty at all times while undertaking personal care duties.
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 the company's 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. Representing oneself 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.

General Obligations – For All Of Us

1. Encourage and promote independent living and wellbeing to 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. All staff are required to respect the confidentiality of all matters that they may learn in the course of their employment. Staff are expected to respect the requirements under the Data Protection Act 1998.

REPORTING

- Reports to the Deputy Manager

CONTACTS

Internal

- Extra Care Registered Manager
- Extra Care Deputy Managers
- Front of house
- Extra Care Team colleagues
- Homes & Communities Theme Lead
- 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

PERSON SPECIFICATION

POSITION	Bank Extra Care and Support Assistant		
VERSION	5	LAST UPDATED	April 19
CRITERIA	ESSENTIAL		DESIRABLE
Personal Skills and Qualities:	<ul style="list-style-type: none"> • Demonstrate behaviours in accordance with Coastline’s values: <ul style="list-style-type: none"> Put our customers first Be open, honest and accountable Value each other Strive to be the best • An empathetic and respectful understanding of the general health and wellbeing of vulnerable and older people • Have a practical and flexible approach in delivering care and support to our customers • The ability and resilience to remain calm when under pressure or in an emergency • Excellent interpersonal and communication skills including the ability to act decisively, with tact and diplomacy • Good organisational and planning skills • Active listener • Acts honestly, respectfully and with professional integrity • Being part of the care and support team you will need to be reliable, friendly, supportive and acknowledge that you are part of a team • Good literacy, numeracy and IT skills 		

<p>Education & Qualifications:</p>	<ul style="list-style-type: none"> • NVQ/Diploma Level 2/3 in Health and Social Care (or willingness to achieve this work-essential qualification) • Ability to demonstrate a track record of continuous professional development track record • Completion of Care Certificate within first 20 weeks of employment • Completion of all required mandatory training within six-month probationary period and renewed every three years 	<ul style="list-style-type: none"> • Basic health and safety certificate • Basic manual handling certificate. • First Aid Certificate
<p>Experience and Knowledge:</p>	<ul style="list-style-type: none"> • Current work experience in the care and support sector (working with vulnerable and older people) • Able to demonstrate an understanding of the care and support needs of vulnerable and older people • Demonstrable experience in delivering personal care • Able to demonstrate a working knowledge and understanding of the Care Quality Commission (CQC), Key Lines of Enquiry and Fundamental Standards • Experience of completing care plans accurately • Experience of people moving and manual handling techniques, health and safety • Knowledge and experience of safeguarding processes • Experience of working in a team environment • Knowledge and commitment to equality and diversity in all aspects of working life • Knowledge and understanding of working confidentially and maintaining professional boundaries 	<ul style="list-style-type: none"> • Knowledge and experience in the completion of risk assessments • A knowledge and awareness of external supporting agencies • Knowledge of the benefits system • To be creative in facilitating social activities for customers

	<ul style="list-style-type: none"> • Good literacy, numeracy and IT skills 	
Other:	<ul style="list-style-type: none"> • Enhanced DBS check • To work as part of a shift rota pattern, including evenings and weekends • To preserve the confidentiality, privacy and dignity of our current profile of customers 	

