

## ROLE PROFILE

<b>POSITION</b>	<b>Bank Extra Care and Support Assistant</b>		
<b>TEAM</b>	Coastline Housing Older Persons Service	<b>LOCATION</b>	<b>Miners Court</b>
<b>VERSION</b>	5	<b>LAST UPDATED</b>	Feb 18

<b>PURPOSE OF ROLE</b>	<p>To be part of a team providing an Integrated Care and Support Service that promotes independence for all our customers.</p> <p>To provide excellent customer service in a friendly manner, treating customers with dignity and respect.</p> <p>To work flexibly with customers to meet their individual needs and preferences, comply with Care and Support Plans and achieve positive outcomes for the well-being of each person.</p> <p>To assist with all aspects of personal care and daily living.</p>
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## KEY ACCOUNTABILITIES

1. To be responsible for 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. To provide personal care to customers in accordance with their Care and Support Plans. For example, assisting with; getting up in the morning, undressing, bathing/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. Assist with continence including use of the toilet, emptying and changing catheter and colostomy bags.
4. To provide support to customers in accordance with the Care and Support Plans. For example, cleaning, cooking/meal planning/eating/drinking, laundry, reading letters, arranging referrals, offering emotional support, accompany on outside visits e.g. doctor/dentist 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. Report all non-compliance immediately to your line manager.
6. To maintain and respect an individual's dignity and modesty at all times throughout personal care duties.
7. Maintain accurate records of daily occurrences relating to the well-being of customers and relating to the provision of care and support, following home visits and telephone/text contact.

8. Complete and regularly update Care and Support Plans with all customers within the agreed timeframes, immediately reporting any non-compliance or changes in a customer's condition to your line manager.
9. Plan, actively promote and encourage 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. Adhere to the Company's policies and procedures including the staff handbook.
11. At all times continuously follow procedures of good practice and standards in infection control.
12. Carry out health and safety checks and risk assessments when required and as appropriate.
13. Maintain a good understanding of the Key Lines of Enquiry and Fundamental Standards set out by the Care Quality Commission.
14. Ensure that vulnerable adults are effectively protected from abuse or neglect, safeguard the dignity, quality of life and safety of customers/clients. To act in accordance with Coastlines 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. Participate in team meetings, attend and obtain all mandatory training and qualifications required for the role
16. To represent 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 (THIS IS STANDARD FOR ALL ROLES)

1. Encourage and promote independent living and well-being 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 all work colleagues.
5. All staff must ensure that they are aware 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. All 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
<b>Personal Skills and Qualities:</b>	<ul style="list-style-type: none"> <li>• Demonstrate behaviours in accordance with Coastline's values:                             <ul style="list-style-type: none"> <li>✓ Put our customers first</li> <li>✓ Be open, honest and accountable</li> <li>✓ Value each other</li> <li>✓ Strive to be the best</li> </ul> </li> <li>• An empathetic and respectful understanding of the general health and well-being of vulnerable and older people.</li> <li>• Practical and flexible approach in delivering care and support to our customers.</li> <li>• Ability and resilience to remain calm when under pressure or in an emergency situation.</li> <li>• Excellent interpersonal and communication skills including the ability to act decisively, with tact and diplomacy.</li> <li>• Good organisational and planning skills.</li> <li>• Active listener.</li> <li>• Acts honestly, respectfully and with professional integrity.</li> <li>• 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.</li> <li>• Good literacy, numeracy and IT skills.</li> </ul>		
<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• NVQ/Diploma Level 2/3 in Health and Social Care (or willingness to achieve this work essential qualification)</li> <li>• Ability to demonstrate Continuous Professional Development track record.</li> <li>• Completion of Care Certificate within first 20 weeks of employment.</li> <li>• Completion of all required mandatory training within 6 month probationary period and renewed every 3 years.</li> </ul>		<ul style="list-style-type: none"> <li>• Basic Health and Safety certificate.</li> <li>• Basic Manual Handling certificate.</li> <li>• First Aid Certificate</li> </ul>

<p><b>Experience and Knowledge:</b></p>	<ul style="list-style-type: none"> <li>• Current work experience in the care and support sector (working with vulnerable and older people).</li> <li>• Able to demonstrate an understanding of the care and support needs of vulnerable and older people.</li> <li>• Demonstrable experience in delivering personal care.</li> <li>• Able to demonstrate a working knowledge and understanding of the Care Quality Commission (CQC), Key Lines of Enquiry and Fundamental Standards.</li> <li>• Experience of completing care plans accurately.</li> <li>• Experience of People Moving and Manual Handling techniques, Health and Safety.</li> <li>• Knowledge and experience of safeguarding processes.</li> <li>• Experience of working in a team environment.</li> <li>• Knowledge and commitment to Equality and Diversity in all aspects of working life.</li> <li>• Knowledge and understanding of working confidentially and maintaining professional boundaries.</li> <li>• Good literacy, numeracy and IT skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and experience in the completion of risk assessments.</li> <li>• A knowledge and awareness of external supporting agencies.</li> <li>• Knowledge of the Benefits System</li> <li>• To be creative in facilitating social activities for customers.</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>	
<p><b>Other:</b></p>	<ul style="list-style-type: none"> <li>• Full and clean driving licence and access to a car.</li> <li>• Enhanced Disclosure and Barring Service Check.</li> <li>• To work as part of a shift rota pattern, including evenings and weekends.</li> <li>• To preserve the confidentiality, privacy and dignity of our current profile of customers.</li> </ul>	