



ROLE PROFILE

POSITION	Day Centre Care Assistant		
TEAM	Extra Care	LOCATION	Miners Court Redruth
VERSION	3	LAST UPDATED	Jan 20

PURPOSE OF ROLE	To work in the Social Hub within Miners Court. The main purpose of the role is to deliver a range of interactive and stimulating activities alongside professional, assisted care and support services that will empower them to choose, maintain and enjoy an independent and secure lifestyle; reducing social isolation.
------------------------	---

KEY ACCOUNTABILITIES

1. Ensure the needs and preferences of customers are met at all times, along with promoting independence.
2. Organise and participate in activities which are stimulating and engaging, which aim to promote social inclusion and minimise the risk of isolation.
3. Ensure that customers' emotional and personal care needs are met during their time in the Social Hub, assisting as and when required, whilst maintaining their dignity and modesty at all times.
4. Carry out health and safety checks and risk assessments when required and as appropriate to ensure the personal safety of customers at all times.
5. Ensure customer confidentiality is maintained at all times.
6. To be responsible for the safekeeping of service users personal belongings and management of the storage facilities.
7. Adhere to the Company's policies and procedures including the staff handbook.
8. At all times continuously follow procedures of good practice and standards in infection control.
9. 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.
10. Participate in team meetings, offering suggestions to how the service could be improved, attend and obtain all mandatory training and qualifications required for the role.
11. 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.

12. Any other duties related to the post at the direction of the line manager.

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

- Extra Care Registered Manager

CONTACTS

Internal

- Extra Care Manager
- Business Manager
- Team Leaders
- Extra Care & Support Assistants
- Coastline Housing Ltd
- Coastline Services Ltd

External

- Customers
- Various Agencies

PERSON SPECIFICATION

POSITION	Day Centre Care Assistant		
TEAM	Extra Care	LOCATION	Miners Court Redruth
VERSION	3	LAST UPDATED	Jan 20

QUALITY	ESSENTIAL	DESIRABLE
Personal Skills	<ul style="list-style-type: none"> • Ability to demonstrate our Values: <ul style="list-style-type: none"> • Put our customers first • Be open, honest and accountable • Strive to be the best • Value each other • Willingness to take part in various client activities • Willing to undergo training • Understand and demonstrate a commitment to equal opportunities and diversity • Willingness to be flexible 	
Education & Qualifications:	<ul style="list-style-type: none"> • Good standard of education 	<ul style="list-style-type: none"> • Level 2 Health and Social Care • First Aid certificate
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • Previous experience gained within a care environment • Experience of working with people with mental health problems 	
Job Related skills	<ul style="list-style-type: none"> • Ability to work positively and non-judgementally with people from a variety of backgrounds • Ability to organise and prioritise a diverse work load • Ability to organise activities • Proficient in IT skills e.g. Office, Excel. • Ability to deal with clients in a sensitive non-patronising way • Understanding of how to deal with confidentiality 	<ul style="list-style-type: none"> • Be confident in negotiation with Clients, Providers and Other Agencies as appropriate

	<ul style="list-style-type: none">• Good communication skills• Able to work as part of a team	
Other	<ul style="list-style-type: none">• Satisfactory Enhanced DBS Check	