

Clifton Homecare Limited PJ04 Job Description

Domiciliary Care Assistant Mentor



JOB DESCRIPTION

Job Title: Domiciliary Care Assistant Mentor

Reports to Registered Manager and Registered Provider

Issue Date:

Note: This Job Description is to be read and adhered to in conjunction with the Domiciliary Care Assistant job description.

SUMMARY

Clifton Homecare aim to provide clients with care, which is of a high standard, as would be expected for themselves and/ or a member of their own family. The team are expected to undertake training and development on a regular basis to maintain and improve practice and keep current. They are also expected to maintain Continuous Professional Development (CPD), to follow company policies and procedures, agreed standards, legislative requirements, relevant regulations under the direction of the registered manager and registered provider and within the financial plans. The mentorship role within the care team at Clifton Homecare has been in existence in an informal capacity since social care began. The mentor role is fulfilled by enthusiastic, knowledgeable care staff who are clear about their responsibilities, objectives and targets. They support junior, inexperienced and new members of the team to provide care and support in line with the latest legislation and regulatory requirements.

LOCATION

Clifton Homecare Ltd covers South Fylde; St Annes, Ansdell, Lytham, Warton, Freckleton, Wrea Green and Kirkham. The mentorship role will need to be completed on care calls in this locality and some time to be spent at the office with care team members supporting them with their written work, such as their Level 2 NVQ and Care Certificate.

MAIN DUTIES

Working within the organisation:

- Develop effective working relationships with Clifton Homecare colleagues, the registered manager and provider.
- Provide feedback regarding employees to senior staff and management so that issues can be dealt with appropriately, for example by organising more training, conducting investigative and disciplinary meetings.
- Support an open, positive and inclusive working culture.
- Work within and promote the company's policies and procedures.

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- Participate where required in organisational goals, business and quality objectives and minimise legal risks.
- Work in a cost-effective manner and educate other employees to do the same.
- Systematically solve day to day issues with care team employees and liaise with senior staff in a timely and effective manner.

Provision of care services:

- Oversee the provision of personal care as per the care plan. This may include washing, dressing, washing and styling hair, skin care, application of make-up and shaving.
- Overseeing and supervising medication prompts and administration. Providing feedback if issues become apparent and complete medication supervision documentation.
- Overseeing meal preparation and assistance with eating and/or drinking.
- Supporting employees with safeguarding reporting. This will include raising issues if further support for wellbeing purposes is identified.
- Overseeing report writing and accurate completion of Medication Administration Records (MARs).
- Overseeing the promotion of human rights, respecting equality and diversity, dignity, respect and person-centred care. This will need to be documented in supervisions.
- Discussing the Mental Capacity Act in relation to clients, in a confidential and respectful manner to help educate less knowledgeable employees.
- Reminding employees of the importance of gaining consent and ensuring confidentiality. Reporting any issues that arise so that further training or supervisions can be arranged.
- Discussing care plan and risk assessment formulation and the need for regular reviews with employees to help educate them.
- Demonstrate good practice whereby clients are encouraged to maintain independence. Promote rehabilitation where possible.
- Evaluate standards of care competence.

Professional Long Term Care Leadership:

- Encourage innovative methods for the delivery of care.
- Encourage health promotion within care strategies.
- Seek opportunities for personal and professional growth.
- Promote a positive image for prospective clients and employment within Clifton Homecare.
- Honest and transparent communication regarding employees and the discussed positives and negatives of working for Clifton Homecare.

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Human Resources:

- Support the induction, training, mentoring, evaluation and supervision of all new employees.
- Promote the implementation of policies and procedures.
- Support a work atmosphere which promotes a high quality of work life.
- Support and promote a culture of performance and excellence.

Continuous Professional Development:

- Maintain your own mandatory training.
- Actively seek training for personal and professional growth.
- Complete mentorship training to help you guide and support employees effectively.

Clifton Homecare aims to provide clients with a level of care that we would be happy with for ourselves or a member of our family. We are a small, family-run company with high standards and expect our employees to support our company ethos and work to the same high standards.