

Clifton Homecare Limited PJ04 Job Description – Senior Domiciliary Care Assistant – Version 3

JOB DESCRIPTION

Employee Name:

Job Title – Senior Domiciliary Care Assistant

Reports to Team leader and Assistant Manager (ultimately the Registered Manager, Quality Assurance Manager and Managing Director)

Issue Date:

Summary

To provide clients with care which is of an outstanding standard, as would be expected for themselves and/ or a member of their own family. It is essential that every employee of Clifton Homecare understands and respects the company vision; to be an exceptional health and social care leader, maximising wellbeing for all. In addition, the company values and relevant framework and key performance indicators will be used to monitor performance and compliance. It is therefore essential to understand our company values and ensure compliance at all times:

Learning, Growth & Development

Continuous professional development is taken seriously by the team at Clifton Homecare.

The care team receive regular high-quality training in many relevant areas, in addition to the mandatory subjects.

This continuous development helps to ensure care staff are knowledgeable, which in turn maximises confidence and competence levels for all.

Individual team members are supported, whether they be 16-year-old apprentices or employees in their 70's.

Ambitious people are welcomed into the team they are encouraged and supported to develop themselves on both a personal and professional basis.

Inclusivity

Being fully aware of the risk's social isolation present, the team at Clifton Homecare are passionate to provide opportunities for all.

Social outings are organised regularly either on an individual, small group or a larger group basis. Service users are also given the opportunity and support to go away on holiday with likeminded people.

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Clifton Homecare have an adapted mini bus to help ensure that less mobile/ wheel chair dependant service users can participate in these activities.

Individuality is celebrated, and person-centred care forms the basis of the care we provide.

Honesty and Transparency

Here at Clifton Homecare, honesty and transparency is at the heart of everything we do.

We work with an open culture which ensures that we share any concerns or issues in a way which enables continuous improvement and service development.

This ensures that our team develops and improves our service delivery to benefit our service users and their families.

Location

Clifton Homecare Ltd covers the South Fylde locality; areas such as but not limited to; SouthShore; Blackpool, St Annes, Ansdell, Lytham, Warton, Freckleton, Wrea Green, Kirkham, Newton, Treales, Clifton, Singleton, Elswick, Staining. The office base where training and meetings will be scheduled is: Clifton Homecare; 30 Orchard Road, St Annes, Lancashire, FY8 1PF.

Main Duties

Working within the organisation:

- Develop effective working relationships with Clifton Homecare colleagues and managers.
- Be flexible with working hours, to help assist the cover of sickness or annual leave requests.
- Support an open, positive and inclusive working culture.
- Work within and promote the company's policies and procedures.
- Participate in and support organisational goals, business and quality objectives and minimise legal risks.
- Support and work under direction of the Quality Assurance Manager ensuring compliance with the company's quality assurance programme.
- Work in a cost-effective manner; ensuring compliance with environmental, social governance (ESG) whilst promoting ESG to colleagues and external stakeholders.
- Systematically help to solve day to day issues which arise under the direction and guidance of team leaders and the Assistant Manager.

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- Ensure confidentiality and compliance with regards to GDPR with regards clients and company information at all times.
- Be up to date with Safeguarding legislation, types of abuse and signs and symptoms in order to prevent abuse and to assist the company in any safeguarding matters which may arise.
- Ensure compliance with the Mental Capacity Act 2005 and upholding client rights in relation to The Human Rights Act and Mental Capacity Act.
- Have an understanding of the role of regulators such as the CQC and the single assessment framework.
- To assist with the completion of spot checks of employees when providing care to clients with complex needs and to help ensure task compliance.
- To support team leaders (former job description was Senior Domiciliary Care Assistant) with providing on-call cover. Please note this will not mean you will be providing the cover but will work under the direction of a team leader; to help resolve issues and challenges out of hours.
- To support students on placement to ensure they meet their course objectives.
- To support new employees whilst shadowing and getting to know clients and routines.

Provision of care services:

As a Senior Care Assistant you will be required to carry out the following duties and help supervise other employees completing such tasks also:

- Provide assistance with personal care as per the care plan. This will include washing, dressing, washing and styling hair, skin care, application of make-up and shaving.
- Medication prompts and administration.
- Meal preparation and assistance with eating and/or drinking.
- Grocery and/or other shopping.
- Domestic duties.
- Taking clients out either on an individual or group basis.
- Safeguarding of clients and families.
- Report writing and accurate completion of Medication Administration Records (MARs).
- Promotion of human rights, equality and diversity, dignity, respect and person-centred care.
- Maintain confidentiality.
- **Liaise and work with a wide variety of people such as health Care professionals, CQC inspectors, families and other care providers as required.**

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- **To assist with care plan maintenance and risk assessment completion.**
- Encourage clients to maintain independence and promote rehabilitation where possible.

Professional Long Term Care Leadership:

- Encourage innovative methods for the delivery of care; including the use of technology and digital systems.
- Encourage health promotion within care strategies; ensuring making every contact count and purposeful conversations with clients take place and are documented appropriately. This includes goal setting and promoting re-evaluation of goal achievement.
- Seek continuous opportunities for personal and professional growth.
- Promote a positive image for prospective clients and employment within Clifton Homecare.

Human Resources:

- Cooperate with the induction, training and mentoring programme.
- Ensure adherence of policies and procedures.
- Support and maintain a culture of performance and excellence.

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. Welcome to the team!

For further information please refer to policies and procedures such as:

Moving and handling

Business Gifts

Car usage

Infection, prevention and control

Mental Capacity Act

Duty of Candour

Confidentiality

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Medications

GDPR

Health and Safety

Environmental

Hazard Reporting

Fire

Oral Health

Annual holiday

Sickness

Equality and Diversity

Whistleblowing

Discipline

Relationships and Sexuality

Safeguarding of Adults

Safeguarding Children

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Job Specification

Essential:

1. Full Driving license and have a mode of transport for out of hours work.
2. Be able to provide out of hours support to employees and clients on a rota system.
3. To be flexible and assist with covering sickness and annual leave hours.
4. To hold QCF Level 2 qualification in Health and Social Care or be near completion of (this will require written clarification by your QCF assessor).
5. If not achieved QCF Level 3 qualification in Health and Social Care the applicant must be committed to complete this within 12 months of starting the senior care role.
6. Current/ in date Safeguarding knowledge, this will be assessed.
7. Be providing a high standard of care already in line with company policies and procedures.
8. The applicant must not have any current disciplinary issues held on file.
9. There must not be any performance related issues to be held on file for the applicant.

Desirable:

1. QCF Level 3
2. Be able to work full time on a rota system. The opportunity for part time will depend on 2 suitable applicants being able to job share.
3. To have held a supervisory role prior, whereby employees have been supervised in their everyday work.