

## Rapport Housing & Care

# Job Description

**Job Title:** SENIOR CARER

**Job Code:** CR03

**Job Holder:**

**Department:**

### Position in the organisation:

Responsible to: Care Team Leader

Direct reports: All staff on shift

Works in conjunction with: All residential home staff

### Summary of Main responsibilities:

To act as part of the management team responsible for the day-to-day operation of the home. To play a key role in the care planning process. To support, mentor and supervise Carers. To undertake person centred care and to actively promote equality and diversity.

### Main Duties and Responsibilities:

- Provide senior cover in the absence of the Care Team Leader
- Directly manage and supervise Care Assistants.
- Assist in the implementation of duty rotas and methods of working, which ensure adequate staffing levels at all times and that proper attention is given to the person centred needs of residents.
- Deal, in the first instance, with complaints from residents and resolve, or progress through General/Deputy Manager as appropriate, and in line with the Organisation's policies and procedures.
- Ensure relevant staff take part in the admissions work of interviewing and assessing prospective residents and, where necessary their relatives/advocates.
- Ensure monthly review of residents' care and support plans with the resident and relatives/advocate and monitor that care is being correctly carried out in line with the residents' wishes and the Organisation's procedures.
- Evaluate all programmes of activities for the residents initiating changes where they are required and ensure that the activities coordinator is made aware of residents individual social activity needs. Work alongside Carers to ensure a high standard of person centred care, tailored to meet the needs of individual residents, and is put into practice.
- Act as a role model for Carers leading and motivating by example.
- Carry out the induction of new staff as requested
- Carry out risk assessments as required and ensure that results are discussed with the line manager on duty and where necessary with residents and their relatives
- Lead and work shifts on a rota basis with other senior staff as designated.
- Ensure proper cover for the 24-hour needs of the residents, undertaking other duties in the event of an emergency and taking part in on call rotas.
- Manage staff and take appropriate disciplinary action when appropriate.
- Take an active role in all staff, resident and relative meetings as determined by the Care Coordinator.
- Assist the General/Deputy Manager in implementing procedures for emergencies, and other processes under Health & Safety legislation and The Organisation's policies including the induction of new staff within the specified time period.

- Take part in training activities as determined by the Care Coordinator and Care Department.
- Perform supervision and appraisal of Carers at a frequency that complies with The Organisation Policies.
- Assist the Manager/Assistant Manager in ensuring that the premises are kept clean and well maintained, and actively report repairs and defects as appropriate.
- Work with all staff towards agreed policies and standards of care in keeping with the stated beliefs of the Organisation.
- Co-ordinate the development of individual care plans; ensure appropriate sharing of information to others involved in direct care, and participate in the delivery of person centred care and evaluation of the care plans.
- Participate in the planned admission process.
- Monitor all documents associated with individual Resident's care to include resident records, assessments, care & support plans, medication and accident records.
- Monitor medication records and ensure the safe administration of medication in accordance with the Organisation's policies and medical requirements.
- Assess residents' health and activities on a continuous basis and ensure that any changes made to care are being implemented.
- Monitor resident accidents taking whatever corrective measures may be appropriate.
- Communicate with volunteers/external agencies to ensure care programmes are person focussed/centred.
- Ensure regular reviews of residents' medication are carried out, in compliance with the Organisation's Policies.
- Take an active role in supporting and encouraging daily activities for all residents.
- Ensure that respite care provision meets the needs of the respite resident
- Promote effective communication with members of staff, residents, their families and friends
- Report on the wellbeing of residents and liaise with the GP's, District Nurses and other professionals, ensuring care and support plans reflect any guidance provided
- Promote a positive image of the Organisation in the locality.
- Take an active part in ensuring that the process for handover is effective and meaningful in respect of staffing, time utilisation and professionalism.
- Work to promote equality and diversity, and eliminate discrimination for all the Organisation's service users, staff and volunteers.
- Maintain high standards of confidentiality in accordance with the Organisation's policies and beliefs.
- Keep up to date with related issues by attending identified training sessions and meetings, and by regularly reading professional journals.
- Take part in individual performance reviews as required.
- Adhere to the Organisation's Training & Development Plan.
- Attend all mandatory training on an annual basis.

**No job description can cover every issue that arises within the post, and the post holder may be required to carry out other duties as deemed necessary, commensurate with the principal function of the post and the capability of the post holder.**

## PERSON SPECIFICATION

Job Title: Senior Carer

| Competency   | Performance Criteria  |
|--|---|
| <b>Professional Practice:</b>                          |   |
| Modelling best practice                                | <ul style="list-style-type: none"> <li>• Demonstrate evidence of appropriate qualification to undertake the post</li> <li>• Demonstrate evidence of person centred care</li> <li>• Demonstrate working knowledge of practical skills as applicable to the service</li> <li>• Apply risk assessment practice</li> <li>• Demonstrate an ability to lead good practice by example</li> </ul> |
| Maintenance of quality standards (internal & external) | <ul style="list-style-type: none"> <li>• Knowledge of the CQC Fundamental Standards</li> <li>• Monitor, report and take corrective action</li> <li>• Assessment of person centred care practice and support</li> </ul>  |
| Decision making  | <ul style="list-style-type: none"> <li>• Demonstrate effective judgement about validity of care, staffing difficulties, evidence gathering and ethics</li> </ul>  |
| Health & Safety  | <ul style="list-style-type: none"> <li>• Current knowledge of H&amp;S legislation etc.</li> <li>• Application of H&amp;S practices</li> <li>• H&amp;S risk assessment</li> </ul>  |
| <b>Interpersonal Skills:</b>                           |   |
| Management of staff                                    | <ul style="list-style-type: none"> <li>• Practical supervision of staff</li> <li>• Handle conflict, disciplinary action etc.</li> <li>• Effective use of staff resources</li> <li>• Develop, and mentor staff</li> </ul>  |
| Teamwork   | <ul style="list-style-type: none"> <li>• Ensure the most effective use of staff skills and knowledge in allocation rotas</li> </ul>   |
| Management of diversity                                | <ul style="list-style-type: none"> <li>• Demonstrate awareness of different values/cultures amongst residents and staff</li> <li>• Recognise diverse and person centred needs of each resident</li> </ul>   |
| Effective communication                                | <ul style="list-style-type: none"> <li>• Communication skills with different groups, e.g. staff, residents, local community</li> <li>• Chair meetings effectively</li> <li>• Effective/efficient person focussed handovers</li> </ul>   |
| Leadership   | <ul style="list-style-type: none"> <li>• Evidence of leadership styles; directive and supportive coaching, training, delegation</li> </ul>  |
| Recruitment & selection                                | <ul style="list-style-type: none"> <li>• Understand the process</li> <li>• Knowledge of equality &amp; diversity and employment legislation</li> </ul>  |
| Self-development                                       | <ul style="list-style-type: none"> <li>• Evidence of keeping up to date with related issues</li> <li>• Take on further responsibilities</li> <li>• Undertake relevant training</li> </ul>   |
| <b>Planning &amp; Control:</b>                         |   |
| Organisational skills                                  | <ul style="list-style-type: none"> <li>• Prioritise</li> <li>• Meet deadlines</li> <li>• Crisis management</li> <li>• General time management</li> <li>• Organisation of activities</li> </ul>  |

| Competency               | Performance Criteria   |
|--------------------------|--|
| Operational requirements | <ul style="list-style-type: none"> <li>Valid full driving licence - if car is necessary for the role</li> <li>Valid vehicle business insurance - if car is necessary for the role</li> </ul> |

| Personal Attributes:      |  |
|---------------------------|--|
| Mutual support            | <ul style="list-style-type: none"> <li>Be aware of support needed by others</li> <li>Consider how actions could support others</li> <li>Be prepared to give encouragement and help when needed</li> <li>Offer help to other groups</li> </ul>  |
| Communication skills      | <ul style="list-style-type: none"> <li>Explain things simply</li> <li>Keep to the point</li> <li>Style that is compassionate, warm and friendly</li> <li>Express ideas confidently</li> </ul>  |
| Interpersonal sensitivity | <ul style="list-style-type: none"> <li>Tailor style and service to meet individual's needs</li> <li>Build rapport with residents, relatives, colleagues and staff</li> <li>Exhibit a pleasant, professional manner</li> </ul>  |
| Judgement                 | <ul style="list-style-type: none"> <li>Ask questions to gather necessary information</li> <li>Weigh the advantages and disadvantages of a course of action before reaching a decision</li> <li>In the absence of all relevant information, defer making a decision until all the necessary extra data is gathered</li> </ul> |
| Team working              | <ul style="list-style-type: none"> <li>Happy when working in a team environment</li> <li>Promote harmony within the team</li> <li>Loyal to the team as a unit</li> </ul>   |

## TRAINING REQUIREMENTS

The duties of the post necessitate the following essential training elements being completed subsequent to employment.

| Training Element   |
|--|
| <ul style="list-style-type: none"> <li>Induction</li> <li>NVQ Level 2 in a relevant qualification</li> <li>NVQ Level 3 in Health &amp; Social Care</li> <li>Safe Handling of Medicines</li> <li>First Aid at Work</li> <li>Fire Awareness</li> <li>Basic Health &amp; Safety (including COSHH regulations)</li> <li>Certificate in Food Hygiene – level 1 or 2</li> <li>Managing Complaints</li> <li>Discipline/Grievance</li> <li>Equality &amp; Diversity</li> <li>Care &amp; support Planning</li> <li>Tissue Viability</li> <li>Infection Control</li> <li>Knowledge of home's specialty, e.g. Dementia Care, Parkinson's Disease</li> </ul> |