

## Job Description

**Job Title:** LEAD CARER (NIGHTS)

**Job Code:** CR08N

**Job Holder:**

**Department:** CARE

**Position in the organisation:**

Responsible to: Senior Carer

Direct reports: All staff on shift

Works in conjunction with: All residential home staff

**Summary of Main responsibilities:**

To act as role model to other Carers overseeing standards of care practice within the home. To assist in managing and supervising Carers.

**Main Duties and Responsibilities:**

1. *Management*

- Provide support to the Senior Carer.
- Assist in managing and supervising Carers.
- Take details of any complaints and pass them to the Senior Carer.
- Act as a role model for Carers, leading and motivating by example.
- Assist the Home Manager/Care Co-ordinator in ensuring that the premises are kept clean, suitably heated and well maintained, and report repairs and defects as appropriate.
- Read and write reports.
- Ensure paperwork is completed for the kitchen, and kitchen units are stocked with crockery and cutlery.
- Manage breaks in accordance with the Home's guidelines.
- Carry out the induction of all new staff as requested by Senior Carers.
- Take part in all staff and resident meetings, and in training activities as directed.
- Work with all staff towards agreed policies and standards of care in keeping with the stated beliefs of the Organisation.

2. *Care of residents*

- Work alongside Carers to ensure a high standard of appropriate care, tailored to meet the needs of individual residents, is put into place.
- Assess residents' health and activities on a continuous basis and ensure that any changes made to care are being implemented.
- Take an active role in supporting and encouraging daily activities for all residents.
- Assist the Senior Carers in the ongoing assessment of residents' individual needs and capabilities, and report any changes in the residents' condition to the senior person on duty.
- Assist residents who need help in dressing, undressing, bathing and toileting respecting their dignity and privacy at all times.
- Help residents with mobility problems and physical disabilities including incontinence, and in the use and care of aids and personal equipment.
- Care for residents temporarily sick and requiring bed nursing.
- Attend to all needs for residents who are dying.
- Help in the promotion of mental and physical activity for residents on a daily basis by talking to them, taking them out and sharing in their activities such as reading,

writing, hobbies and recreation.

- Make and change beds, empty commodes and tidy and care for residents' rooms.
- Inspect, launder and care for residents' clothing.
- Undertake laundry work as required.

3. *Communication*

- Ensure appropriate sharing of information with others involved in direct care, and carry out handovers.
- Promote effective communication with members of staff, residents, their families and friends, and other professionals involved in the care of residents.
- Promote a positive image of the Organisation in the locality.
- Take an active part in ensuring that the process for handover is effective 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.
- Answer emergency bells, telephone and entrance door, and greet visitors.

4. *Personal Development*

- 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: Lead Carer (Nights)

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 empathising with older people</li> <li>• Demonstrate working knowledge of practical skills as applicable to the home</li> <li>• Apply risk assessment practice</li> </ul>
Maintenance of quality standards (internal & external)	<ul style="list-style-type: none"> <li>• Knowledge of the standards of the Commission for Social Care Inspection</li> <li>• Monitor, report and take corrective action</li> </ul>
Decision making	<ul style="list-style-type: none"> <li>• Report any changes to the residents' wellbeing including their general environment</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>• Physically capable of moving and handling older people</li> <li>• Application of H&amp;S practices</li> </ul>
<b>Interpersonal Skills:</b>	
Management of staff	<ul style="list-style-type: none"> <li>• Effective use of staff resources</li> <li>• Practical supervision of staff</li> <li>• Handle conflict, etc.</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Play an active role in creating a team working environment</li> </ul>
Management of diversity	<ul style="list-style-type: none"> <li>• Demonstrate awareness of different values/cultures amongst residents and staff</li> </ul>
Effective communication	<ul style="list-style-type: none"> <li>• Communication skills with different groups, e.g. staff, residents, local community</li> <li>• Effective/efficient 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>• General time management</li> </ul>
<b>Personal Attributes:</b>	
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 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 customers, 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>• Emergency First Aid</li> <li>• Moving &amp; Handling</li> <li>• Adult Protection</li> <li>• Fire Awareness</li> <li>• Basic Health &amp; Safety (including COSHH regulations)</li> <li>• Food Hygiene Awareness</li> <li>• Managing Complaints</li> <li>• Challenging Behaviour</li> <li>• Equality &amp; Diversity</li> <li>• Care 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>