

Job Description

Job Title: SENIOR CARER

Job Code: CR03

Job Holder:

Department: CARE

Position in the organisation:

Responsible to: Home Manager
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 and supervise Carers. To undertake care duties when required. To actively promote equality and diversity.

Main Duties and Responsibilities:

1. *Management*

- Provide senior cover in the absence of the Manager/Assistant Manager.
- Directly manage and supervise Carers.
- 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 needs of residents.
- Deal, in the first instance, with complaints from service users and resolve, or progress through Manager/Assistant Manager as appropriate.
- Ensure relevant staff take part in the admissions work of interviewing and assessing prospective residents and their relatives/sponsors. *
- Ensure regular review of residents' care plans with the resident and relatives/sponsor and monitor that care is being correctly carried out in line with the Organisation's practices. *
- Evaluate all programmes of activities for the residents initiating changes where they are required. *
- Work alongside Carers to ensure a high standard of appropriate care, tailored to meet the needs of individual residents, is put into practice.
- Act as a role model for Carers leading and motivating by example.
- 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 Manager/Assistant Manager.
- Assist the Manager/Assistant 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 Manager/Assistant Manager and Care Department.

- Perform supervision and appraisal of junior staff.
- Assist the Manager/Assistant Manager in ensuring that the premises are kept clean, suitably heated and well maintained, and 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.

2. *Care of residents*

- 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 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 plans, prescriptions and accident records.
- Monitor medication records and ensure the 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 residential care programmes are tailor-made for each individual.
- Ensure regular reviews of residents' medication are carried out.
- Take an active role in supporting and encouraging daily activities for all residents.
- Manage respite and day care services where appropriate and ensure that care provision is adequate to the users needs, and does not jeopardise the needs of the permanent residents. *

3. *Communication*

- 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.

4. *Personal Development*

- 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.

N.B. Items marked with an asterisk (*) are only applicable where there is no Assistant Manager in post.

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
Professional Practice:	
Modelling best practice	<ul style="list-style-type: none"> • Demonstrate evidence of appropriate qualification to undertake the post • Demonstrate evidence of empathising with older people • Demonstrate working knowledge of practical skills as applicable to the home • Apply risk assessment practice
Maintenance of quality standards (internal & external)	<ul style="list-style-type: none"> • Knowledge of the standards of the Commission for Social Care Inspection • Monitor, report and take corrective action • Assessment of care practice
Decision making	<ul style="list-style-type: none"> • Demonstrate effective judgement about validity of care, staffing difficulties, evidence gathering and ethics
Health & Safety	<ul style="list-style-type: none"> • Current knowledge of H&S legislation etc. • Application of H&S practices • H&S risk assessment
Interpersonal Skills:	
Management of staff	<ul style="list-style-type: none"> • Practical supervision of staff • Handle conflict, disciplinary action etc. • Effective use of staff resources • Develop staff
Teamwork	<ul style="list-style-type: none"> • Ensure best use of people
Management of diversity	<ul style="list-style-type: none"> • Demonstrate awareness of different values/cultures amongst residents and staff • Recognise diverse and unique needs of each resident
Effective communication	<ul style="list-style-type: none"> • Communication skills with different groups, e.g. staff, residents, local community • Chair meetings effectively • Effective/efficient handovers
Leadership	<ul style="list-style-type: none"> • Evidence of leadership styles; directive and supportive coaching, training, delegation
Recruitment & selection	<ul style="list-style-type: none"> • Understand the process • Knowledge of equality & diversity and employment legislation
Self development	<ul style="list-style-type: none"> • Evidence of keeping up to date with related issues • Take on further responsibilities • Undertake relevant training
Planning & Control:	
Organisational skills	<ul style="list-style-type: none"> • Prioritise • Meet deadlines • Crisis management • General time management • Organisation of activities
Operational requirements	<ul style="list-style-type: none"> • Valid full driving licence • Valid vehicle business insurance

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

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"> • Induction • NVQ Level 2 in a relevant qualification • NVQ Level 3 in Health & Social Care • NVQ Assessors Course (A1) • First Aid at Work • Moving & Handling Trainer • Adult Protection Trainer • Safe Handling of Medicines • Fire Awareness • Basic Health & Safety (including COSHH regulations) • Certificate in Food Hygiene - Foundation • Managing Complaints • Discipline/Grievance • Equality & Diversity • Care Planning • Tissue Viability • Infection Control • Knowledge of home's specialty, e.g. Dementia Care, Parkinson's Disease