

**Rapport Housing & Care**

**Job Description**

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

**Job Code: CR08N**

**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 night 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:**

- Directly manage and supervise night care staff.
- 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.
- Act as a role model for Carers, leading and motivating by example.
- Ensure that the premises are kept clean, suitably heated and well maintained, and report repairs and defects as appropriate.
- Read and write effective, detailed person centred reports.
- Manage breaks in accordance with the Home's guidelines.
- Carry out the induction of new staff as requested
- 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.
- Work alongside Carers to ensure a high standard of appropriate person centred care, tailored to meet the individual needs of residents.
- Assess residents' health and activities on a continuous basis and ensure that any changes made to their care and support are being implemented.
- Take an active role in supporting and encouraging activities for all residents who may have difficulties with sleep.
- Assist the Day Senior Carers in the ongoing assessment of residents' individual needs and capabilities, and report any changes in the residents' condition to the person in charge.
- Support residents with all their personal care needs respecting their dignity and privacy at all times.
- Support residents with decreased mobility where required, using appropriate moving and handling equipment.
  
- 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.

- Ensure that all residents end of life needs are met in a sensitive, compassionate and caring manner
- Undertake laundry work as required.
- Ensure appropriate sharing of information with others involved in direct care, and carry out effective and meaningful 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.
- Ensure allocations are effective taking into account carers skills and experience.
- 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.
- 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 (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 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> <li>• Demonstrate evidence of appropriate qualification to undertake the post</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>• 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>
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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>• 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 level1 or 2</li> <li>• Managing Complaints</li> <li>• Behaviour that may challenge</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>

<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	