

Role Profile

Part A - Grade & Structure Information

Job Family Code	3PCS	Role Title	Care Assistant
Grade	PS3	Reports to (role title)	Home Manager / Deputy Manager
		Directorate	Health, Wellbeing and Adult Social Care
JE Band	114-134	Service	Service Delivery
		Team	
		Date Role Profile was created	Oct-18

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To be responsible for attending to the personal, practical, social and emotional care needs of residents and Day Care service users with a view to creating a supportive and homely atmosphere in which residents / service users can achieve their maximum independence, stimulation and choice.</p> <p>The role holder will undertake continual appropriate, accurate and legible record keeping, including completion of daily notes and care plans, and undertake all duties in accordance with departmental policy, procedures and practice, including health and safety at work.</p> <p>They will develop the appropriate skills and knowledge of care by attendance and participation in supervision, monitoring meetings and training courses.</p> <p>The role holder will promote residents' rights / choice, undertake any duties as directed by the Home Manager, and notify the Duty Officer of any significant change in the residents or clients.</p> <p>They will participate in social activities at the home, ensure that laundry requirements are met and carry out kitchen and domestic duties as directed.</p> <p>The role may involve participating in lifting and handling in relation to service users.</p>
Work Context	<p>This role is based in Service Delivery in the Health, Wellbeing and Adult Social Care Directorate. The Directorate provides services to people with a range of care and support needs across Surrey.</p> <p>Service Delivery provides direct care services to individuals in their own homes and in-house residential establishments across the county. The service is registered with and regulated by the Care Quality Commission (CQC) and works in accordance with good practice guidance and standards.</p> <p>Working for a care home, the role holder will act as a key worker having particular responsibility for the care of a group of assigned residents, including introduction to the home, contribution to the continual assessment of care plans, and will contribute information for reviews and / or case conferences on individual residents / service users.</p> <p>Care staff will respect the confidential nature of the care they give and must adhere to the code of conduct at all times. They will promote a positive image of the service by attaining a high professional standard and approach at all times and will maintain and promote quality standards in respect of residents' care and the home.</p>
Line management responsibility if applicable	N/A

Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Escalate cases where appropriate to ensure appropriate service delivery. <p>Case Management</p> <ul style="list-style-type: none"> • Care and respond to the client’s needs in routine, pre-agreed tasks, and respond in an appropriate manner to more unusual tasks or situations. • Report on users’ circumstances to ensure information is up to date and to maintain vulnerable service users’ health and safety. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Follow an established care plan and deal with immediate situations. <p>Work with others</p> <ul style="list-style-type: none"> • Work directly with vulnerable service users and communicate with carers and others responsible for their wellbeing. • Make reports to supervisor and cooperate with other agencies. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Basic numeracy and literacy, with potential for further study where appropriate. • Ability to understand basic Health and Safety and other relevant procedures. • Caring skills in order to provide front line support to service users. • Ability to fulfil all spoken, written and comprehension aspects of the role with confidence through the medium of English in all public facing roles. • Accuracy and ability to follow instructions. • An organised approach to work. • Reliable and able to work without stringent supervision. • Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Commitment to undertake the Care Certificate within the probationary period. • Ability to assist residents with all aspects of daily living. • Ability and willingness to respect the confidential nature of the care they give and adherence to the code of conduct at all times. • Ability to maintain and promote quality standards in respect of individual care and the service. • Ability to promote positive team work by working closely with colleagues, other professionals and other departments, by being supportive, flexible, reliable, honest and understanding of others’ needs and views. • Commitment to ensure that people are treated with compassion, kindness, dignity and respect. • Ability to work within the Surrey Multi Agency Safeguarding Procedures and internal Safeguarding Procedures. • Ability to work on own initiative and / or as part of a team. • Willingness to undertake essential training requirements of the role. • Adaptable / flexible in hours worked, including weekends and Bank Holidays. • Presentable appearance. • Physical stamina and the ability to undertake lifting and handling. • Satisfactory clearance of Enhanced Disclosure and Barring Service (DBS) check for regulated activity.

Role Summary

Roles at this level provide personal and practical assistance to vulnerable service users and provide customers and colleagues with full and accurate information about the user's situation to promote independence and wellbeing. They carry out duties according to instructions and standard procedures. They will refer non-standard situations elsewhere and deal with immediate emergency situations. The work is typically to daily deadlines; some organising of their own workload may be required to ensure that workflow is maintained, but timescales will be hour-to-hour and day-to-day. The nature of planning in roles at this level is essentially timing and sequencing of assigned tasks to meet deadlines.