



SILVERJEN LIMITED

Job Description – Senior Care Assistant

Main Purpose: To assist in the smooth running in the care provision.

Scope of Job: Responsible to the Registered Manager.

Objectives: To attend the needs of clients and staff under the guidance of the person in charge. To provide a caring and person centred service to elderly clients some with learning disabilities and associated complex needs, working flexibly as part of 7 days a week and 24 hour Care Quality Commission (CQC) Registered Service. Delivering a service under the leadership of a Registered Manager you will demonstrate a commitment to safeguarding in line with policy and procedure and empower service users , enhancing life choices and achieving outcomes.

Main Duties and Responsibilities:

1. To do service user risk assessments, care planning & ensure consent to treatment is signed
2. To ensure the assessment is done prior to commencement of Package of care and folder is in place in customers house, so carers can record.
3. To ensure equipment used in service user homes is safe to use and within service dates recorded in diaries.
4. To provide support and encouragement to service users to self-manage their conditions as appropriate.
5. To participate in service users' continued assessment of their needs, status and conditions and follow up on documentation.
6. To assist with care plan updates especially after a review / assessment done to a service user.
7. To assist with on call after hours, weekends & public holidays as allocated
8. To encourage a holistic approach to care, maintaining dignity, privacy and individuality of each client, incorporating psychological, social & spiritual needs
9. To attend and represent the company at care reviews and other meetings.
10. To facilitate the smooth running of the company by direct supervision /Spot checks of careers.
11. To attend emergency call-outs
12. To liaise with service user's relatives, social workers, and others to ensure that levels of care are maintained.
13. To report any concerns/queries involving yourself, service user or their families to the service manager
14. To plan and conduct meetings with departmental personnel to ensure compliance with established practices; implement new policies and keep employees abreast of changes and current standards.
15. To assist in marketing by-projecting a positive image of the Company at all times through professional behavior and positive interactions



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1. Care of Service Users environment:

- a) To make/change beds and deal appropriately with soiled linen
- b) To assist service users to keep room tidy
- c) Care of linen and clothing
- d) To be aware of evacuation procedures in case of fire
- e) To be aware of and maintain health & Safety policy
- f) To respect service users need for privacy with special regard to service users' own home

2. General:

- a) To reassure disturbed/wandering service users
- b) To ensure that the needs of service users requiring the comfort of conversation and company are met

Other Main Duties:

Senior Care assistants are responsible for maintaining all policies and procedures as laid down by Silverjen Limited e.g., Health & Safety, Confidentiality etc.

All duties carried out must envelope Social Care Codes of Practice, to include aspects such as:

- a) Service User's rights to individuality
- b) Service User's rights to be treated with dignity
- c) Service User's rights to privacy
- d) Service user's rights of choice

Senior Care assistants are required, at all times, to adhere to Silverjen's confidentiality policy.

3. CARE DUTIES

To assist service users with daily living activities such as:

- a) Assist to dress/undress
- b) Assist to wash, shower and bath
- c) Assist with continence requirements including a knowledge of equipment e.g. commode, catheter care, observing service users need for privacy and dignity
- d) Deal with incontinence in a sensitive and caring manner
- e) Assist with care of hair and nails (*Note: This does not include trimming of nails as per policies and procedures*)
- f) Assist with shaving
- g) Assist with appliances e.g. mobility aids, calipers etc.
- h) Pressure area care as directed by person in charge/care manager



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- i) Report any changes in residents well-being directly and promptly to person in charge/care manager
- j) Assist with cleaning of teeth, dentures, spectacles etc.
- k) Assist service users to transfer room to room, as required
- l) Be aware of the importance of communicating effectively with service users, paying particular attention to visual and hearing impairments
- m) Be aware of and to be able to communicate verbally and non-verbally with service users
- n) Encourage independence at all times, both in and outside of home
- o) Accompany service users to hospital, G.P, dentists, optician and chiropodist appointments as directed
- p) To participate in local office administration in a manner that maximizes cost effectiveness and quality of care and services.
- q) To ensure adequate inventory of supplies, materials and equipment required for unit; maintain liaison with equipment and supply vendors.
- r) To perform other related duties incidental to the work described herein

EMPLOYEES

- 1. To monitor and control staffs work to ensure care is provided to a high standard
- 2. To ensure that adequate staff cover is maintained and to provide cover for any deficiencies where necessary.
- 3. To make random checks on care staff for time keeping and quality of care.
- 4. To check staff's dress codes and staff attitude and aptitude on an ongoing basis.
- 5. To supervise various personnel actions including, but not limited to, hiring, assessment, merit recommendations, promotions, transfers and vacation schedules; coordinate task assignments to ensure commitments and standards of quality are met.

INFORMATION

- 1. To maintain books and/or records in accordance with company procedures.
- 2. To carry out compulsory administration procedures in accordance with the appropriate manual.
- 3. Maintain confidentiality or information relating to patients, relatives, staff and the practice.
- 4. Record information and activities undertaken with patients and carers in an accurate and timely fashion using manual or computer systems as appropriate.

TRAINING

- 1. Induct new members of staff so as they become quickly effective.
- 2. Train and encourage other staff as necessary, identify staff training needs and report to Registered Manager.
- 3. Make sure all staffs are attending training sessions as it is compulsory



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HEALTH & SAFETY

1. Identify general mechanical problems within the clientele equipment, report faults and defects in equipment and ensuring staff in your remit also comply and are competent.
2. Know the general principles of first aid and resuscitation to be able to undertake initial actions as appropriate.
3. Know the health and safety policies and procedures within the workplace, including fire procedures, maintaining documentation, monitoring and maintaining of equipment and furniture within your area of responsibility.
4. Identify the risks involved in work activities and undertake them in a way that manages the risks.
5. Be aware of fire policy and evacuation procedure within the whole house.
6. Make sure that staffs are provided with protective equipment.
4. An economic and efficient use of resources must be maintained:
 - Be aware of COSHH regulations.
 - In accordance with Health & Safety at work act 1974, ensure as far as it is reasonably practicable, the health & welfare of yourself, patients, staff & visitors. You are required to enforce the Health & Safety policy of the home.
 - Training attendance is compulsory.

EXPERIENCE

1. Experience of working with elderly clients.
2. Experience of dealing with members of the public.
3. Experience of handling difficult situation.
4. Experience of keeping accurate and compliant records
5. Experience of working with Microsoft applications
6. A Level 2 qualification in Health and Social Care/equivalent.
7. Basic numeracy and literacy skills

SKILLS

1. Good verbal and written skills.
2. Effective communication and interpersonal skills

PERSONAL QUALITIES

1. Aptitude and confidence for working in a rapidly changing environment
2. Ability to work effectively within a team



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3. Highly organized and able to prioritize tasks to be completed
4. Calm under pressure
5. Flexibility of working hours
6. Patience